

## TACEXHIRE PRIVACY POLICY

TACEXHIRE PTY LTD trading as TACEX HIRE ABN 53652094570 (TACEX Hire) value the privacy of individuals and is committed to safeguarding information it receives in connection with its business activities.

To achieve this commitment to privacy, TACEX Hire will comply with the From Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. You can see the full text of the Australian Privacy Principles online at the Office of the Australian Information Commissioner's website: <https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/> .

We may update or change this policy from time to time, including to take account of new or amended laws, new technology or changes to our Hire operations. If we do so we will publish the updated policy on our website. All personal information held by us will be governed by our most recent updated policy. This policy was last updated in JULY 2021.

### 1. What Personal Information do we collect?

In general, the personal information we collect about you includes but is not limited to

- your name;
- date of birth;
- contact details (including phone numbers and addresses);
- the company you work for or represent and your role;
- Building Licence No:
- Drivers Licence No:
- RIIMPO320F to Conduct civil construction excavator operations;
- Financial information including credit card information and information collected from credit reporting agencies.

The above points will be collected for the primary purpose of securing correct information of the "Hirer" ensuring the ability for TACEX HIRE to contact the "Hirer" regarding pertinent information of the hire.

### 2. Why do we collect personal information?

We collect personal information that is reasonably necessary to conduct our business activities, for our sales and marketing activities.

We may collect and hold personal information so that we can:

- identify you and conduct appropriate checks, including credit checks;
- to provide you with a product or service;
- set up, administer and manage our products and services and systems, including the management and administration of an account;
- assess, investigate and process any instances of loss, theft or damage arising out of the use or hire of our hire equipment;
- recruit, manage, train and develop our employees, contractors or representatives;
- manage complaints and disputes, and to report to dispute resolution bodies; and

- so we can engage in product and service research, development and business strategy.

We may collect personal information from you in the following ways:

- when you access our website;
- when you show a hard copy of a drivers licence, Building Licence, Plant Operators Licence;
- during conversations between you and our representatives.

We may collect credit information about you from a third party such as a credit reporting agency in accordance with our Credit Reporting Privacy Policy.

### **3. How will we use and disclose personal information?**

TACEX Hire will use, collect, hold or disclose personal information about you as required for our business functions and activities, which may include the following:

- to provide you with products and services and to send communications requested by you;
- to obtain credit history information about customers and potential customers;
- to tailor our communications to you;
- to send information about future events, promotions, regular email communications or newsletters (both electronic and hardcopy) outlining news, services, products or events;
- to conduct business processing functions;
- for our internal administrative, marketing and planning requirements;
- to compile and report statistics using de-identified information;
- for purposes that are expressly permitted under any agreement with you; and where it is suspected that potential or actual unlawful activity has taken place

We may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of:
- other organisations for authorised purposes with your consent; and
- to debt collectors when payments are overdue.

TACEX Hire may share personal information with related companies or with contractors performing services for us. In these instances, we will make every reasonable endeavour to ensure that these organisations are complying with the Australia Privacy Principles, but we hold no liability for third party adherence to the Australian Privacy Principles.

We may use personal information for direct marketing or to advise an individual about new services and marketing initiatives that may be of interest to them.

These communications may be sent in various forms, such as mail, SMS, fax and email, and social media in accordance with applicable laws. By submitting your personal information to us, you consent to us using your personal information for direct marketing purposes. Any direct marketing material will include a notice allowing you to nominate if you do not wish to receive further direct marketing communications. You can also opt-out of receiving marketing communications from us by contacting us as at [info@tacexhire.com.au](mailto:info@tacexhire.com.au)

## 4. Information collected via our website

To ensure we are meeting the needs and requirements of our website users, and to secure and develop our online services, we may collect information by various means including via cookies. Cookies are unique identification numbers that are placed on the browser of our website users. The cookies do identify users personally but are linked back to a database recording the information listed in bullet point below.

- The username you have used to access a secure area of our website which requires authentication by you;
- the address of a user's server;
- a user's top level domain (such as .com or .au);
- the date and time of a user's visit;
- the pages a user accessed and downloaded;
- the search engine a user used; and
- the type of browser that was used.

We may use cookies to track use of our website, and to compile statistics on visits to the site in an aggregated form. We may use log files to review the security and performance of our websites.

## 5. Storage of data

The internet is an insecure medium and users should be aware that there are inherent risks transmitting information across the internet. Unencrypted information submitted via email or web forms may be at risk of being intercepted, read or modified. From time to time, personal information may be held on or within systems internal and external to TACEX Hire including public and private clouds and we will take reasonable steps to protect the personal information we hold from misuse and loss, interference and from unauthorised access, modification or disclosure. TACEX Hire may also store your data in hard copy. TACEX Hire will securely de-identify or dispose of personal information when we have no further need to use it, or when we are required by law to do so.

## 6. Email Security

Any emails you send may be automatically examined and filtered for unacceptable content which may result in your email or attachments being held for review. Our IT administrators may have access to your emails to authorise the content for security purposes only and not thereafter.

## 7. Accessing your personal information

You may request access to personal information that we hold about you. We will provide you with access to personal information in accordance with the Act and Australian Privacy Principles. We may where the Australian Privacy Principles allow us to do so deny access to changing personal information. If you are refused access to information, we will provide you with reasons for the refusal.

TACEX Hire will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If you believe that the personal

information we hold about you is inaccurate or out of date, please let us know and request us to amend it. We will consider your request, and if we are satisfied with your request we will take reasonable steps to correct the information. If we do not agree that there are grounds for amendments, then we will follow the procedures set out in the Australian Privacy Principles and notify you of this decision

All requests for access to personal information must be made in writing to TACEX Hire. We endeavour to respond within 14 days and may charge an administrative fee for processing your request.

## 8. Data Breach

We will provide notice to the Office of the Australian Information Commissioner and to you of any unauthorised access to, disclosure of or loss of your personal information which may result in serious harm to you ("Data Breach"). All notifications, investigations and remedial action regarding any actual or suspected Data Breach will be undertaken in accordance with the requirements of the Act.

## 9. Contact, Complaints and further Information

If you have any questions in relation to the information handling procedures of TACEX Hire, any complaint regarding the treatment of your privacy by TACEX Hire please contact us in writing:

By email: [infor@tacexhire.com.au](mailto:infor@tacexhire.com.au)

By Postal to Privacy Compliance Officer at Tacex Hire P.O Box 159 Mitcham SA 5062

We may need you to provide more information about your concern. If your concern is genuine, we will investigate the issue and endeavour to provide you with a written response within 30 days of receipt of your query. If we are unable to provide a response within this timeframe we will contact you and explain the reason for the delay and give you a new timeframe for a written response.

If you are not satisfied with our response, please notify us by email or written letter via postal service. We can escalate your matter and review the response that you were given. You may also direct your issue to the Office of the Australian Information Commissioner's website at <https://www.oaic.gov.au/about-us/contact-us>

You are entitled to make an anonymous complaint or inquiry in relation to this privacy policy, the APPs or your privacy rights. However, we may require you to identify yourself if required by law or if it is impracticable for us to deal with your matter otherwise. If you have any questions in relation to the information handling procedures of TACEX Hire, any complaint regarding the treatment of your privacy or the APPs by TACEX Hire please contact the Privacy Officer in writing with the following contact details: