

PRIVACY POLICY

1. About this policy

- 1.1** Thermatech Pty Ltd (Thermatech, we, us or our) respects the privacy of individuals and is committed to managing personal information openly and transparently.
- 1.2** Where the Privacy Act 1988 (Cth) applies to us, we are bound by the Australian Privacy Principles (APPs). The APPs regulate how personal information is collected, held, used, disclosed, accessed, corrected and secured.
- 1.3** Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information is true or recorded in a material form.
- 1.4** This policy explains how we manage personal information relating to clients, prospective clients, suppliers, contractors, job applicants, staff, website users and other people who interact with us.
- 1.5** A separate Credit Reporting Policy may apply where we collect or handle credit information or credit eligibility information in connection with a commercial or consumer credit arrangement.

2. Our details

Entity	Thermatech Pty Ltd
ABN	40 621 715 893
ACN	621 715 893
Street address	8/46 Bailey Crescent, Southport QLD 4215
Postal address	8/46 Bailey Crescent, Southport QLD 4215
Phone	(07) 5531 2213
Email / website	reception@thermatech.com.au www.thermatech.com.au

3. Personal information we collect

- 3.1** We only collect personal information that is reasonably necessary for our business functions and activities, or where collection is required or authorised by law.
- 3.2** The types of personal information we may collect include:
- name, address, telephone number, email address and other contact details;
 - organisation, job title, trade, licence and business details;
 - identification information and information used to verify identity;
 - quotation, order, project, delivery, installation and warranty details;
 - payment, account and transaction information;
 - credit application, trade reference and credit-related information where relevant;
 - records of enquiries, complaints, warranty claims and communications;
 - website usage, device, IP address, cookie and analytics information;
 - photographs, CCTV footage and audio recordings where reasonably necessary;
 - job application, qualification, employment, payroll, superannuation, work health and safety and emergency-contact information; and
 - any other information you provide to us or that is reasonably necessary for our relationship with you.

- 3.3** Sensitive information includes information about matters such as health, racial or ethnic origin, political opinions, religious or philosophical beliefs, professional or trade association membership, trade union membership, sexual orientation or practices, criminal record, genetic information and certain biometric information.
- 3.4** We will collect sensitive information only with consent unless the collection is otherwise required or authorised by law.
- 3.5** You may deal with us anonymously or using a pseudonym where lawful and practicable. In many cases, however, we will need your identity and contact details to quote, supply products, perform installation work, provide credit, process payment or respond to a warranty or service request.

4. How we collect personal information

4.1 We may collect personal information directly from you when you:

- request a quotation, place an order or enter into a contract;
- apply for a credit account or provide a guarantee;
- contact us by telephone, email, website, social media or in person;
- visit our premises or a worksite;
- make a payment, complaint or warranty claim;
- apply for employment or contractor work; or
- participate in a survey, promotion or marketing activity.

4.2 We may also collect personal information from:

- your authorised representatives, employees, builders, designers, architects, contractors or other project participants;
- credit providers, trade references, credit reporting bodies and debt collection providers, where lawful;
- publicly available sources, including business registers and professional directories;
- recruiters, referees, previous employers and screening providers;
- related entities and service providers; and
- website analytics, cookies, security systems, CCTV and communication records.

4.3 If you provide personal information about another person, you must ensure that you are authorised to do so and, where appropriate, make them aware of this policy.

4.4 We may monitor or record telephone, email and other communications for quality, training, record-keeping, security and dispute-resolution purposes, where lawful. We may operate CCTV at our premises for safety and security.

5. Why we collect, use and disclose personal information

5.1 We may collect, use and disclose personal information to:

- prepare quotations and supply, deliver and install products;
- manage projects, contracts, accounts, payments, refunds and warranties;
- verify identity, assess credit and manage debt recovery;
- communicate with you and manage our relationship with you or your organisation;
- respond to enquiries, feedback, complaints and claims;
- maintain and improve our products, services, systems and business processes;
- conduct research, surveys, analytics and quality assurance;
- manage employment, recruitment, contractors, payroll, training and workplace safety;
- prevent, detect and investigate fraud, security incidents, unlawful activity and misconduct;
- obtain professional advice and manage insurance, legal and regulatory matters;
- comply with laws, court orders and lawful requests; and
- protect our legal rights, property, staff, clients and the public.

5.2 If we cannot collect required personal information, we may be unable to provide a quotation, supply products or services, provide credit, process a payment, assess an application or respond fully to an enquiry or claim.

6. Direct marketing

- 6.1** Where permitted by law, we may use personal information to inform you about Thermatech products, services, projects, promotions and other information we believe may be relevant to you.
- 6.2** Marketing communications may be sent by email, SMS, telephone, post, social media or online advertising.
- 6.3** You may opt out at any time by using the unsubscribe facility in an electronic message, contacting us using the details in section 15, or asking the person who contacts you to stop.
- 6.4** We will not charge you for making an opt-out request and will action the request within a reasonable period. We may still send non-marketing communications relating to an order, account, contract, safety matter, warranty or legal obligation.
- 6.5** We will not use sensitive information for direct marketing without consent.

7. Disclosure to third parties

7.1 We may disclose personal information where reasonably necessary to:

- employees, contractors and related entities involved in providing our products and services;
- builders, architects, designers, engineers, installers, carriers, couriers and other project participants;
- information technology, cloud hosting, website, communications, document storage and data processing providers;
- banks, payment processors, accountants, auditors, insurers, lawyers and professional advisers;
- credit reporting bodies, credit providers, debt collection agencies and trade insurers, where lawful;
- recruiters, screening providers, training providers, payroll and superannuation providers;
- government agencies, regulators, courts, tribunals, law enforcement bodies and emergency services where required or authorised by law;
- a prospective purchaser, adviser or financier in connection with a proposed sale, restructure or transfer of our business; and
- another person with your consent or as otherwise required or authorised by law.

7.2 We do not sell personal information to third parties.

8. Overseas disclosure

- 8.1** Some service providers may store or process personal information outside Australia, including cloud, software, analytics, communications and website service providers.
- 8.2** Where Thermatech becomes aware that personal information is likely to be stored or processed by an overseas service provider, we will update this Privacy Policy to identify the relevant country or countries, where practicable.
- 8.3** Before disclosing personal information to an overseas recipient, we will take reasonable steps required by the APPs to ensure the recipient handles the information consistently with the APPs, unless an exception applies.

9. Website, cookies and analytics

- 9.1** Our website and other online facilities may use cookies, pixels, tags, log files and similar technologies to operate the site, remember preferences, analyse traffic, improve content and measure advertising.
- 9.2** The information collected may include IP address, device and browser information, pages viewed, referral source, approximate location and interaction data.
- 9.3** You can control cookies through your browser settings, but disabling cookies may affect website functionality.
- 9.4** We may use third-party analytics or advertising services.
- 9.5** Our online facilities may link to third-party sites. We are not responsible for the privacy practices of those sites.

10. Security and retention

- 10.1 We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.
- 10.2 Security measures may include access controls, authentication, staff training, physical security, backups, malware protection, secure disposal procedures and contractual controls over service providers.
- 10.3 No transmission or storage system is completely secure. You should avoid sending highly sensitive information by ordinary email unless appropriate safeguards are used.
- 10.4 We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, our legitimate business and record-keeping needs, and applicable legal requirements.
- 10.5 When personal information is no longer required and we are not legally required to retain it, we will take reasonable steps to destroy or de-identify it.

11. Data breaches

- 11.1 We maintain processes for identifying, containing, assessing and responding to suspected data breaches.
- 11.2 Where a data breach is likely to result in serious harm and the Notifiable Data Breaches scheme applies, we will notify affected individuals and the Office of the Australian Information Commissioner as required by law.
- 11.3 If you believe personal information held by us may have been compromised, contact us promptly using the details in section 15.

12. Access and correction

- 12.1 You may request access to personal information we hold about you and ask us to correct information you believe is inaccurate, out of date, incomplete, irrelevant or misleading.
- 12.2 We may ask you to verify your identity and provide enough information for us to locate the relevant records.
- 12.3 We will respond within a reasonable period. We will not charge for making a request or for correcting information. We may charge a reasonable amount for giving access where permitted by law and will advise you beforehand.
- 12.4 In circumstances permitted by the Privacy Act, we may refuse access or correction. If we do, we will generally give written reasons and information about available complaint mechanisms, unless it would be unreasonable or unlawful to do so.
- 12.5 If we do not agree to a requested correction, you may ask us to associate a statement with the information indicating that you consider it inaccurate, out of date, incomplete, irrelevant or misleading.

13. Job applicants, employees and contractors

- 13.1 For job applicants, we may collect information about qualifications, experience, references, eligibility to work, licences, background checks, health and safety requirements and other information reasonably necessary to assess an application.
- 13.2 For employees and contractors, we may collect and use information relating to engagement, payroll, banking, taxation, superannuation, leave, training, performance, conduct, work health and safety, emergency contacts and use of company systems.
- 13.3 Some employee records may be exempt from parts of the Privacy Act when handled directly in connection with a current or former employment relationship. We will nevertheless handle staff information responsibly and in accordance with applicable laws.

14. Privacy complaints

- 14.1** If you believe we have interfered with your privacy or breached this policy, please contact us using the details in section 15 and describe your concern.
- 14.2** We will acknowledge the complaint and investigate it within a reasonable period. We may contact you for further information and will provide a written outcome where appropriate.
- 14.3** If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner:
- Website: www.oaic.gov.au
 - Phone: 1300 363 992

15. How to contact us

Privacy contact	Jason Tait - Thermatech Pty Ltd
Phone	(07) 5531 2213
Post	8/46 Bailey Crescent, Southport QLD 4215
Email	reception@thermatech.com.au

16. Changes to this policy

- 16.1** We may update this policy from time to time to reflect changes in law, technology, our information-handling practices and our business.
- 16.2** The current version will be published on our website and will state its effective date.
- 16.3** Material changes will apply prospectively unless otherwise required by law.

17. Document control

Document	Thermatech Privacy Policy
Version	2.0
Effective date	11 th August 2026