

PRIVACY POLICY & CONSENT

The Company is committed to protecting the individual's privacy and rights with respect to their Personal Information. This document sets out the Company's privacy policy and how the Company will comply with the Privacy Act when it collects, retains and manages your Personal Information (subject to exemptions that may apply to the Company under the Privacy Act). The Company requires your permission to collect, use and disclose your Personal Information and such consent is provided by you from time to time when you interact and deal with the Company and third parties associated with the Company. If the Company does not obtain your consent then the Company may not be able to provide the Services to you.

1. DEFINITIONS AND INTERPRETATION

1.1 In this document, unless the context otherwise requires:

- (a) **"Company"** means **Coordinated Business Group A.C.N. 660 669 590** and its related bodies corporate, associated entities, successors and permitted assigns.
- (b) **"Contact Details"** means the following:
 - a. Address: PO Box 2682, Toowoomba Qld 4350
 - b. Phone: 0447 864 920
 - c. Email: cameron@coordinatedconsultancy.au
- (c) **"Personal Information"** has the same meaning given to it in the Privacy Act including any information that can be used to identify you which may include, but is not limited to, names, phone numbers, email addresses and mailing addresses.
- (d) **"Privacy Act"** means the Privacy Act 1988 (Cth).
- (e) **"Sensitive Information"** has the meaning set out under the Privacy Act.
- (f) **"Services"** means the services to be provided by the Company to you in the general course of their business including quoting, installation of air conditioning, refrigeration and electrical equipment, servicing and maintenance or any other services provided from time to time.
- (g) **"Website"** means www.coordinatedconsultancy.au

2. HOW THE COMPANY COLLECTS AND HOLDS PERSONAL INFORMATION

2.1 The Company will collect Personal Information directly from you unless it is unreasonable and impracticable to do so.

2.2 If the Company is unable to collect Personal Information from you in accordance with clause 2.1 then the Company will collect Personal Information in the following ways:

- (a) through your use of the Website and by any other electronic means such as social media;
- (b) by telephone, letter, facsimile or email transmission;
- (c) when sent to us by email or other communications from third parties;
- (d) from publicly available sources of information;
- (e) when you are required to do so by law;
- (f) when you enter into a competition or promotion requesting material, information, products or services from the Company;
- (g) from your own records;
- (h) from your employer;
- (i) third party companies such as credit reporting agencies, law enforcement and government entities.

2.3 If you supply Personal Information to the Company about another person that you represent, you are confirming that you are authorised to provide said Personal Information for that person and that person has provided consent to disclose their Personal Information to the Company.

2.4 When you visit the Website, the Company may send a 'cookie' (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and enables the Company to keep track of your activity on our Website for a period of time. The Company also uses cookies to measure traffic patterns to determine which areas of the Website have been visited and to measure transaction patterns in the aggregate. The Company uses this to research our user's habits so that the Company can improve its online products and services. The Company's cookies do not collect Personal Information. If you do not wish to receive cookies then you can set your browser so your computer does not accept them.

2.5 As the internet is insecure the Company cannot guarantee the security of transmission of information you communicate to us online. The Company cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet, therefore, any Personal Information you transmit online is at your own risk.

3. THE PURPOSES FOR WHICH THE COMPANY COLLECTS, HOLDS, USES AND DISCLOSES PERSONAL INFORMATION

3.1 The Company continuously strives to improve the quality of the Services and products it provides to its customers and in order to do so the Company collects Personal Information from you.

3.2 The Company collects, holds, uses and discloses your Personal Information for the following purposes:

- (a) processing enquiries;
- (b) providing the Company's Services;

- (c) complying with the Company's legal obligations;
- (d) advising you of additional services, products or information which may be of interest to you;
- (e) providing your contact details to our partners and contractors who provide us with services;
- (f) statistical, administrative, marketing, planning, product or service development, quality control, survey and research purposes of the Company;
- (g) insurance and governance purposes;
- (h) promoting and advertising the Company, products and services.

3.3 The Company may send you direct marketing communications and information about our products and services that the Company considers to be of interest to you. Communications may be sent in different forms including mail, SMS, email or fax in accordance with applicable laws. If you do not wish to receive this marketing material from the Company then you may opt out by using the opt out facilities provided for in the marketing communications.

3.4 In order to provide the Services, the Company may disclose your Personal Information to third parties as described below:

- (a) suppliers and other third parties that the Company has a commercial relationship with for business, marketing and related purposes;
- (b) utility providers and utility connection service providers;
- (c) employees, related bodies corporate, contractors, web hosting providers, IT System administrators, debt collectors, and professional advisors of the Company; and
- (d) any other organisation for any authorised purpose with your express consent in writing or verbally.

4. ACCESS TO PERSONAL INFORMATION THAT IS HELD BY THE COMPANY

4.1 You may contact the Company to access your Personal Information by contacting our privacy officers on the Contact Details.

4.2 The Company may charge you a fee to access your Personal Information.

4.3 If you make a request for access to your Personal Information the Company will request that you verify your identity.

4.4 There may be some instances where the Company is unable to grant you access to the Personal Information that the Company holds due to the privacy of others or if it results in a breach of confidentiality. If this happens then we will provide you with a written reason for any refusal.

4.5 If you believe that any Personal Information the Company holds about you is incorrect, incomplete or inaccurate then you may provide the Company with a written request to amend it. Upon receipt of the written request to amend your Personal Information we will consider same and if the Company does not consider the Personal Information requires amendment then we will provide you with a written reason for why the Company disagrees.

5. HOW YOU MAY MAKE A COMPLAINT ABOUT A BREACH OF PRIVACY

5.1 If you:

- (a) believe that the Company has breached your privacy; or
 - (b) have any questions or concerns regarding this privacy policy,
- then you may contact the Company on the Contact Details and provide details of your complaint so the Company may investigate it.

5.2 The Company will treat your complaint confidentially and will arrange for a representative to contact you within a reasonable time after receipt of your complaint with how the complaint may be resolved.

5.3 It is the Company's aim to resolve your complaint in a timely and appropriate manner.

6. DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

6.1 The Company may disclose Personal Information to recipients in Australia or out of Australia. If the Company is disclosing your Personal Information to recipients overseas then the Company will take reasonable steps to protect the privacy of your Personal Information.

6.2 Entities that may receive Personal Information outside of Australia include our related bodies corporate located in foreign countries (if applicable), our data hosting and other IT service providers, located in various foreign countries – our cloud service providers may store data in several countries and other third parties located in various foreign countries.

7. CHANGE TO PRIVACY POLICY

7.1 The Company may update this privacy policy from time to time. Any updated versions of this privacy policy will be made available on the Website.