
Privacy Policy

BNS Refrigeration
(N J Hogan Investments Pty Ltd)
ABN: 39 650 661 180
Effective Date: 28/04/2026

1. Introduction

BNS Refrigeration is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy outlines how we collect, use, store, and protect your personal information.

2. What Information We Collect

We may collect personal information including:

- Full name
- Phone number
- Email address
- Address/location of service
- Job-related details
- Any other information you provide to us

3. How We Collect Information

We collect personal information in the following ways:

- When you contact us by phone (verbal collection)
- When you request a quote or service
- Through our website contact forms (including submissions via Sophie AI)
- During the normal course of providing our services

By engaging BNS Refrigeration or agreeing to our Terms of Trade, you consent to the collection, use and disclosure of your personal information as outlined in this Privacy Policy.

4. Why We Collect Your Information

We collect and use your personal information for purposes including:

- Providing quotes and services
- Creating and managing jobs
- Communicating with you about your service
- Job follow-ups and customer support
- Internal record keeping
- Complying with legal obligations
- Assessing credit applications and managing accounts (where applicable)

We only collect information that is reasonably necessary for our business operations.



5. Disclosure of Personal Information

BNS Refrigeration:

- Does not sell personal information
- Does not purchase personal data
- Does not share your information with third parties for marketing purposes

We may disclose personal information where required by law or where necessary to deliver our services.

This may include disclosure to:

- Credit reporting bodies
- Credit providers
- Debt collection agencies
- Professional advisers (such as accountants or legal representatives)
- Subcontractors or service providers engaged to assist in delivering our services

Where you have agreed to our Terms of Trade, you expressly consent to the use and disclosure of your information for these purposes.

6. Marketing Communications

We may occasionally send marketing communications via email using **Mailchimp**, limited to no more than two campaigns per month.

- You will only receive these communications if you have provided your details
- You can unsubscribe at any time using the link in the email or by contacting us

We primarily advertise through platforms such as Facebook; however:

- We do not collect personal information for advertising targeting purposes

By providing your contact details, you consent to receiving communications from BNS Refrigeration in accordance with this policy and our Terms of Trade.

7. Cookies and Website Tracking

Our website may use cookies and similar technologies to improve your browsing experience.

Cookies are small data files stored on your device that help us:

- Understand how visitors use our website
- Improve website functionality and performance
- Ensure our website operates effectively

We may collect limited technical information such as:

- IP address
- Browser type
- Device information
- Website usage data

Where you submit an enquiry through our website, you may be asked to consent to the use of cookies prior to providing your information.

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect how the website functions.



8. Data Storage and Security

We store your information securely within our internal systems and take reasonable steps to protect it from:

- Misuse
- Loss
- Unauthorised access, modification, or disclosure

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law, including contractual and legal obligations.

9. Access and Correction

You have the right to:

- Request access to the personal information we hold about you
- Request correction of any inaccurate or outdated information

To do so, please contact us using the details below.

10. Complaints

If you believe your privacy has been breached, you may contact us. We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at:

www.oaic.gov.au

11. Contact Us

BNS Refrigeration

113 Duchess Road

Healy QLD 4825

Email: crm@bnsref.com.au

Phone: (07) 4743 9069

12. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will be available on our website.

You can request a copy at any time by contacting us at crm@bnsref.com.au

or by asking our website AI assistant (Sophiie), who can provide the current version.

