

# Privacy Policy



## **ALWAYS IN IT PTY LTD trading as RIVERLAND TANK & DRAIN** (ACN: 628 497 370)

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This Privacy Policy applies to Always In It Pty Ltd trading as Riverland Tank & Drain (ACN: 628 497 370) and its related entities (collectively the Company).

### **ABOUT OUR PRIVACY POLICY**

Our Privacy Policy details how we handle your personal information, including our collection, storage, access to, use and disclosure of the same.

The Company is bound by the Privacy Act 1988 (Cth) (Act) and the Australian Privacy Principles (APPs) set out in Schedule 1 of the Act in our handling of personal information.

Under the Act, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

1. whether the information is true or not; and
2. whether the information is recorded in a material form or not.

### **OUR UNDERTAKING TO YOU**

We respect your information.

We undertake to collect personal information about you in a fair and lawful way and in a manner that is not unreasonably intrusive. This means that we will not use any form of deception or threat when we collect personal information, either from you or from anyone else.

We undertake to respect your privacy, to keep your information confidential, and to handle your personal information in accordance with the Act and the APPs.

We will be transparent and open about what personal information we collect, hold, use and disclose, as well as how you can make a complaint if you think your privacy has been interfered with.

### **YOUR ACCEPTANCE OF THIS PRIVACY POLICY**

By entering into contracts with us, using our website or otherwise providing us with your personal information, you agree to the terms of this Privacy Policy.

We review the Privacy Policy on a regular basis. If changes are made, the revised date of the last update will be listed at the end of this Privacy Policy. We encourage you to visit our website regularly for any updates to our Privacy Policy.

### **PURPOSE**

The Company collects and holds personal information where such information is reasonably necessary for one or more of the functions or activities of the Company.

### Types of Personal Information

All information received in connection with the supply of waste removal and drain cleaning services is strictly confidential. Such information will not be disclosed except as specifically authorised by you, or as contemplated by this Privacy Policy.

Personal information collected by the Company may include:

1. name, date of birth, address, occupation and contact information such as your phone and email address;
2. financial information such as billing and credit card information;
3. government issued identifiers, such as Tax File Numbers, Australian Business Numbers and Australian Driver's Licence Numbers (which are only used in accordance with the Privacy Act 1988 (Cth)); and
4. any other information disclosed to the Company.

We may from time to time use various technologies, such as cookies, to collect anonymous information from users of our website. This information assists us to analyse traffic and guide development of the website. You may modify your browser settings to disable such technologies but note that if you do, this may affect your accessibility experience when viewing our website.

### Collection of Personal Information

The Company will collect personal information directly from you where it is reasonable and practicable to do so.

You may refuse to provide the Company with your personal information where it is lawful and practicable to do so. Please note that withholding personal information may prevent you from engaging the Company in relation to the provision of services.

We treat the personal information (including sensitive information) which we collect and hold as strictly confidential. We hold personal information in physical records and electronic files.

### Use of Personal Information

The Company collects personal information for the purpose for which it was collected, for any purpose which you have consented to, or for any related purpose where you would reasonably expect us to use or disclose the information. Further, we collect your information to:

1. verify the status of your Australian Driver's Licence;
2. obtaining a Company Search.

We may be required to disclose personal information to third parties for the purposes for which such information was collected, and further:

1. as required by law, as permitted under the APPs, or with your consent; and
2. to any person where necessary or desirable in connection with our provision of waste removal services, such as to the subcontractors or regulatory authorities.

### Protection of Personal Information

We take all reasonable measures to protect personal information we hold from misuse, interferences, loss and unauthorised access, modification or disclosure.

We have a broad range of security safeguards in place to protect your personal information, including that:

1. all electronic databases incorporate strict password access, virus and firewall protection procedures;

2. sensitive personal information is only accessible by designated staff bound by duties of confidentiality; and
3. physical and logical security measures are employed to deal with external threats and the possibility of internal ones.

All persons in the Company with access to confidential information are subject to confidentiality obligations.

#### Disposal of Personal Information

If your information is no longer required to be kept by us or if we received unsolicited information that was not collected by us and not contained in a Commonwealth record, we will destroy it immediately and ensure that the information is de-identified.

#### Correction of Personal Information

The Company will take reasonable steps to ensure personal information we collect and disclose is accurate, up-to-date, complete, relevant and not misleading.

If you find that personal information we hold about you is incorrect, please request for its correction by contacting our offices.

We will respond to an amendment request as soon as we are able in writing, and in any event no later than 28 days after receipt of the same.

We may not be required to give you access to your personal information in certain circumstances, such as if it would have an unreasonable impact on the privacy of other individuals, or it would be unlawful.

If we refuse your amendment request, we will provide written reasons for the refusal and advise you how to lodge a complaint about such refusal.

We will not charge you for making an amendment request or for correcting personal information about you. We may charge you a fee where access is provided but not in relation to the correction of your personal information.

If you are not satisfied with how we have handled your personal information, please contact our offices as soon as practicable, using the contact information below.

If you are unhappy with our resolution of your complaint or the way we have handled your complaint, you may be able to refer the matter to the Office of the Australian Information Commissioner.

#### **HOW TO CONTACT US**

If you have questions about this Privacy Policy or our handling of your information, we can be contacted by:

- a) sending an email to [admin@rivtank.com.au](mailto:admin@rivtank.com.au); or
- b) posting a letter to the attention of Riverland Tank & Drain Cleaners.

Last updated on 26/04/2024