



# PRIVACY POLICY

Ausco Modular Pty Limited ACN 010 654 994 (referred to as “Ausco”, “we”, “us” and “our”) recognises that the privacy of your personal information is important to you and we are committed to protecting the privacy of any personal information that we collect from you.

We abide by the Australian Privacy Principles (APPs), which are contained in the *Privacy Act 1988* (Cth) (Privacy Act). This Privacy Policy outlines how we handle and manage your personal information. We will only collect, use and disclose your personal information in accordance with this Privacy Policy.

## WHAT INFORMATION DO WE COLLECT AND HOLD?

Ausco is a leading supplier of modular and transportable buildings including offices, classrooms, sleeping and living accommodation units to business, public entities and government customers. The type of personal information that we collect will depend on the nature of your dealings with us. Generally, we collect the following personal information from you:

- your name, contact details (including residential or business address) and telephone number
- company details (if applicable);
- credit and financial information; and
- information about your use of products or services.

We do not collect personal information that we do not need.

## HOW DO WE COLLECT PERSONAL INFORMATION?

We usually collect personal information in the following ways:

- directly from you, when you provide it by phone, letter, electronic form or in documents such as an order or credit application;
- from our own records on how (hire, sale or accommodation services) and where you use our products;
- from our transactions with you such as payment history, account activity, and information we receive from credit bureaus;
- from publically available resources.

We hold personal information in paper-based and electronic files.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We will only use your personal information for the business purpose for which it was collected. For example, we may use your personal information to:

- provide you with information such as a quote, respond to an enquiry by you or to arrange the delivery of the products or services you require;
- manage client relationships and improve the services we provide;
- administer and manage hire, sale or accommodation transactions – including charging, billing and collecting debts;
- conduct our internal business operations (including meeting any relevant legal requirements); and
- supply you with information relevant to our business, products and services; and
- assess applications for employment.

## TO WHOM DO WE DISCLOSE PERSONAL INFORMATION?

We may disclose personal information to external service providers who help us operate our business including:

- travel providers, agents, contractors, IT, security, legal, accounting, research, credit, credit reporting bodies, marketing, insurers, financial institutions, debt collection agencies and others;
- other credit providers, to assist them with assessing a credit application they have with you, or to ensure that the information about you that we handle is correct;
- credit reporting bodies in order to obtain credit reports and also for the purpose of dealing with defaults on your credit account and serious credit infringements;
- our affiliate companies and related companies;
- government, regulatory and law enforcement authorities, where we are required to or permitted to by law; and
- your employer, if you are an employee of a subcontractor or contractor to prevent or investigate any fraud or crime (or a suspected fraud or crime).

As a result, your personal information may be disclosed to a recipient in a foreign country, including but not limited to New Zealand, the United States of America and countries of the European Union.

We will take reasonable steps, before disclosing personal information to an overseas recipient, to ensure that the overseas recipient does not breach our privacy laws in relation to that personal information.



## SECURITY

We hold your personal information in paper-based and electronic files. We will take reasonable steps to ensure that your personal information which is kept in our files is protected from:

- misuse, interference and loss; or
- unauthorised access, modification or disclosure.

This means that, in respect of our paper-based files, we maintain various security systems on our premises, and in respect of electronic files, we (or our service providers) maintain secure electronic network systems.

When we no longer require your personal information (including when we are no longer required by law to keep records relating to you), we ensure that it is destroyed or de-identified.

## ACCURACY AND CORRECTION

Under the Privacy Act, you have a right to access personal information we hold about you.

If you wish to access the personal information that we hold about you, please set out your request in writing and forward it to our Privacy Officer, using the contact details set out at the end of this Privacy Policy.

To provide you with access to your personal information held by us, we will provide you with a copy of the relevant personal information (usually by electronic print-out or photocopy).

We will not charge you for the cost of providing this type of access to these records.

You also have the right to ask us to correct information about you that is inaccurate, incomplete, out-of-date, irrelevant or misleading. If we refuse to correct your personal information as requested, we must:

- provide you with a written notice setting out the reasons for the refusal, the mechanisms available to complain about the refusal and the relevant provisions of the Privacy Act that we rely on to refuse the correction; and
- upon request from you, associate a statement with the relevant information that puts your view that it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

We will not charge you for making a correction request, for correcting your information or for associating a statement with your information.

## VISITING OUR WEBSITE

If you access our website, we (or our service providers) will collect information about your visit, such as:

- the time and date of the visit;
- any information or documentation that you download;
- your browser type; and
- your IP address.

## HOW TO CONTACT OUR PRIVACY OFFICER

This Privacy Policy may change from time to time.

Our Privacy Policy will be made available to anyone who requests it, whether at our offices or by use of our website.

If you have any questions or comments about our Privacy Policy, please set out your request in writing, and forward this to our Privacy Officer, using the contact details below.

Email: [privacy@ausco.com.au](mailto:privacy@ausco.com.au)  
Post: Ausco Modular Pty Ltd, PO Box 187, Goodna, Qld, 4300  
Telephone: 13 62 11

This Privacy Policy was last updated in March 2014.

Use of cookies - a "cookie" is a small text file which is placed on your internet browser and which we access each time you visit our website.

Like most website providers, we generate statistics about how many people visit our website and how many people use our website. We use web logs and cookies to do this. This enables us to keep our site relevant and useful.

However, generally, this information will not identify you. We do not link this information back to your identity or other information that you have provided us. We do not store any information that identifies you inside cookies.

Most web browsers are set by default to accept cookies. You may change the settings on your browser to reject cookies however doing so, will prevent you from access to the secured pages of our website.

If you have any questions or concerns about transmitting your personal information via the internet, you may our Privacy Officer using the contact details set out at the end of this Privacy Policy, as there are other ways for you to provide us with your personal information

## MAKING A COMPLAINT

We are committed to protecting the privacy of our customers, and our policies and procedures have been developed with this intent. However sometimes human errors do occur.

If you think that we have not lived up to our commitment, please contact our Privacy Officer using the contact details set out at the end of this Privacy Policy. We will respond to any complaint within two working days.

All other complaints should be directed to the Privacy Commissioner on [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au) or by telephone on 1300 363 992.

## HOW DO WE HANDLE THE PERSONAL INFORMATION OF JOB APPLICANTS?

For individuals outside of Ausco who apply for a vacancy, the personal information provided will only be used for the purposes of the recruitment process.

Any covering letters, resumes and application forms provided will be securely stored and only accessed by the relevant manager and the Human Resources Manager.

For unsuccessful candidates, the personal information will either be destroyed immediately or securely stored for a period of up to three months. During that time, it will not be used for any other purpose than recruitment.

## MARKETING AND PROMOTIONS

We may use your personal information, including your contact details, to provide you with information about relevant products and services, including those of third parties, which can be reasonably assumed to be of interest to you. We may do this, even if you are on the Do Not Call Register.

We may also provide your details to other organisations for specific marketing purposes.

You may opt-out at any time if you no longer wish to receive marketing information. In order to do so, you will need to request that we no longer send marketing materials to you or disclose your information to other organisations for marketing purposes.

You can make this request by contacting our Privacy Officer using the contact details set out at the end of this Privacy Policy, or by "unsubscribe" from email or other marketing messages.

