



PRIVACY POLICY

MT-QA-PO-5.2-010

1. Purpose

Mainetec Pty Ltd respects the privacy of Personal Information. This Privacy Policy sets out how Mainetec collects and treats personal information and how it will comply with the Privacy Act.

2. Scope

Reference in this policy to Mainetec is an inclusive term which refers to and is binding upon:

- a) The employees of Mainetec Pty Ltd; and
- b) Contractors to Mainetec or other third parties

unless stated in the employee's contract of employment or any other relevant documentation governing contractors or third parties.

3. Content

"Personal Information" is information or an opinion Mainetec holds which is identifiable as being about an individual or could reasonably identify an individual

- a) Whether the information is true or not
- b) Whether the information or opinion is recorded in a material form or not

What information we collect

In the course of conducting Mainetec's business, Mainetec may collect the following types of personal information from individuals. Mainetec only collects personal information which is reasonably necessary for or directly related to the conduct of Mainetec's business of heavy equipment fabrication and repair, parts supply and site labour services.

- a) Contact details (including name, address, phone number and email address);
- b) Information about goods or services that have been ordered or sold;
- c) Information from enquiries made;
- d) Records of communications; and
- e) Financial details

How we collect information

Mainetec collects personal information from individuals when individuals interact with Mainetec in person or electronically, when they access Mainetec's website and when Mainetec provides goods or services to them.

Mainetec only collects personal information about an individual from that individual directly, unless it is unreasonable or impractical to do so.

Mainetec does not collect sensitive information. However, if Mainetec has a reasonable business requirement to collect any sensitive information from individuals Mainetec will notify the individual at the time of collecting this sensitive information and obtain their consent before collecting any sensitive information.

Information provided to individuals

When Mainetec collects personal information from individuals, Mainetec will provide those individuals with information regarding our privacy practices by referring them to this privacy policy.

Use of personal information

Mainetec only uses and discloses personal information for the primary purpose for which it was collected, that is to enable Mainetec to conduct its business of heavy equipment fabrication and repair, parts supply and site labour services, or for a related purpose, or where the individual has consented.

Mainetec will take reasonable steps to ensure that personal information it uses or discloses is, taking into account the purpose of use or disclosure, accurate, up to date, complete and relevant.

Direct Marketing

Mainetec will only use or disclose personal information for the purpose of direct marketing where this is allowable under Australian privacy law. When engaging in direct marketing Mainetec will provide a simple means whereby an individual may "opt out" of receiving direct marketing communications from Mainetec and Mainetec will include a prominent statement that the individual may make such a request. Mainetec will also comply with any such request.

Security of Personal Information

Mainetec takes reasonable steps to protect personal information from misuse, interference and loss and from unauthorised access, modification or disclosure through the use of security procedures and technologies.

Where the personal information Mainetec collects is no longer required it will take reasonable steps to destroy or de-identify the information.

Access to Personal Information

If Mainetec holds personal information about an individual it will normally, on request by the individual, give access to the information. If there are any legal reasons why Mainetec cannot allow access, access will be denied and the reason for denial will be supplied.

If Mainetec is satisfied that for the purpose(s) that personal information is held:

- a) The information is inaccurate, out of date, incomplete, irrelevant or misleading, or
- b) An individual asks Mainetec to correct personal information held about them

Mainetec will take reasonable steps to correct personal information about an individual to ensure that information is accurate, up to date, complete, relevant and not misleading.

Website

When individuals come onto Mainetec's website, Mainetec may collect certain information such as browser type, operating system and the website visited immediately before coming to its site. This is used in aggregated form to analyse how individuals use its website.

Mainetec uses cookies on its website. These are not malicious programs that access or damage an individual's computer; Mainetec uses cookies to improve the experience of individuals using its website.

Mainetec's website may have links to other websites not owned or controlled by Mainetec. Mainetec is not responsible for these sites or the consequences of individuals going on to those sites.

Availability and changes

This Privacy Policy will be publicly available free of charge on Mainetec's website or upon request.

Complaints and contact details

Mainetec takes complaints very seriously. If an individual has any enquiries or complaints about its privacy practices, details of these can be sent to Mainetec's Privacy Officer whose details are set out below.

Email: admin@mainetec.com.au

Telephone: +61 7 4955 7888

Address: PO Box 6416, Mackay, Qld 4740

Notification of serious data breaches

The Mainetec Privacy Officer will notify the Office of the Australian Information Commissioner (OAIC) should the Mainetec Privacy Officer have reasonable grounds to believe that an "Eligible Data Breach" of an individual's Personal Information as defined in the Privacy Act has occurred, or is directed to do so by the OAIC.

An "Eligible Data Breach" occurs if:

- a) There is unauthorised access to, unauthorised disclosure of, or loss of, personal information held by Mainetec, and,
- b) The access, disclosure or loss is likely to result in serious harm to any of the individuals to whom the personal information relates

General Manager



21.12.18

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