**A** 50 Nathan Road, Dandenong South, VIC 3175
**P** 03 9706 7711
**E** enquiries@safetysteel.com.au

safetysteel.com.au

Safety Steel Structures

# COLLECTION NOTICE (APP 5) - Your personal information

The Privacy Act 1988 (Cth) contains Australian Privacy Principles (APPs) which set out standards, rights, and obligations in relation to the handling, holding, accessing, and correction of personal information. Under APP 5 – Notification of the collection of personal information, we must take reasonable steps, before or at the time we collect personal information, to notify you of certain matters or to ensure that you are aware of those matters.

This notice should be read in conjunction with our Privacy Policy, which contains information about how we handle your personal information (including personal information collected via our website) and how to contact us if you have any questions about our management of personal information. You can obtain a copy of our Privacy Policy directly from our website https://www.safetysteel.com.au/privacy/ or by contacting our Privacy Officer using the details set out below:

Further details about the collection of your personal information are provided below.

## Collection Notice (APP 5)

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| **Who is collecting your personal information?** | Your personal information is being collected by Safety Steel Structures (ABN 93 672 720 142). Our Privacy Officer handles enquiries and requests relating to handling of personal information and can be contacted if you have any questions about our management of personal information or compliance with the Privacy Act:<br><br>By telephone: 08 8521 0000<br><br>In writing to:<br>Privacy Officer<br>Ahrens Group<br>PO Box 2<br>Sheaoak Log, SA 5371<br><br>By email: ahrens@ahrens.com.au |
| **Collection of your personal information** | We will collect your personal information from you directly whenever it is reasonable and practical to do so. There are a number of ways we may collect your personal information, including when you:<br><br>• Submit information to us through our website<br>• Deal with us face-to-face, in writing (by letter, facsimile, or email), or by telephone<br>• Participate in any of our events, promotions, competitions, or subscribe to any of our publications<br>• Submit an application, quote, purchase order and/or service request to us<br>• Visit our website (such as through the use of 'cookies' to record the way you use our website)<br><br>We may also collect personal information from you in the course of supplying products and services to you or through our other dealings with you. In some cases we may collect your personal information from publicly available records, our related bodies corporate, or nonrelated third parties. |
| **Collection of personal information from third parties** | The kinds of third parties we may collect your personal information from may include:<br>• From our authorised Distributors and Referral Agents (for the purpose of those outlets providing products and services, responding to a complaint, and/or to assist them in improving the quality and standard of service they provide)<br>• From an individual or entity who may be providing services to you as our contractor<br>• From a third party who supplies us with products or services, including our suppliers, agents and advisors |

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| | • From a third party (such as a trade referee or credit reporting body) to assist us in assessing your application for credit. For example, to verify the information you have provided to us or to assess your circumstances<br>• From our other outlets (such as purchasing, servicing, and warranty information)<br>• Where you enter a competition or promotion<br>• Where we need information from your recruitment agency / current or former employer to assist us in assessing your job application or expression of interest as a contractor<br>• From a third party to assist us in locating or communicating with you<br>• From a third party to otherwise assist us in supplying you with products or service |
| **The purpose of collecting your personal information?** | We collect, use, and disclose personal information reasonably necessary for our business purposes. Those purposes may include:<br>• Verifying your identity<br>• Supplying our customers with products and services<br>• Managing the supply of our products and services (including processing invoices, receipts and payments, recording details of products purchased for warranty and administration purposes)<br>• Repairing products returned to us under warranty and/or recalling products<br>• Managing relationships with our customers and stakeholders Responding to enquiries about applications, accounts, and our products and services (including through our technical publications and catalogues)<br>• Conducting competitions, direct marketing and promotional activities (including communicators with winners about their prizes and associated promotional activities)<br>• Assessing credit applications and/or guarantees (which may involve disclosures to trade referees or credit reporting bodies for those purposes)<br>• Conducting checks for credit worthiness and/or fraud<br>• Assessing job applications or expressions of interest from potential contractors (which may involve verifying identity and/or work history for those purposes) and managing relationships with our contractors<br>• Assessing and investigating insurance claims or risks<br>• Dealing with complaints<br>• Conducting research, development, and marketing (including direct marketing)<br>• Debt collection, confidential dispute resolution, legal proceedings, or otherwise establishing, exercising or defending a legal or equitable claim<br>• Complying with legal and regulatory requirements.<br><br>There are various Australian laws which require us to collect and/or disclose your personal information including the Personal Property Securities Act 2009 and laws governing State and Territory real property and security interests (for example, to register and search for security interests).<br><br>We may also use or disclose your personal information for another purpose related to the primary purposes set out above. For example, we may use the information you have already given us to supply you with further products and services. However we will only use or disclose information for another purpose with your consent or if you would reasonably expect us to do so. |
| **What may happen if we do not collect your personal information?** | If we do not collect your personal information we may be unable to provide you with our products or services (including contacting you about warranty and recall safety issues), grant credit terms to you, process or assess your application, finalise payment of products or services you have ordered, deliver products you have ordered, or otherwise do business with you or an entity you are connected with. |

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| **Who will we disclose your personal information to?** | We may disclose your personal information to our related bodies corporate and third parties for the purposes set out above. The third parties to whom we may disclose your personal information include:<br>• The manufacturers, suppliers, and contractors we use in our business<br>• Our authorised Distributors and Referral Agents (for the purpose of those outlets providing products and services, responding to a complaint, and/or to assist them in improving the quality and standard of service they provide)<br>• Insurers, assessors, and underwriters<br>• Professional advisors and consultants (such as lawyers, accountants, and auditors)<br>• Debt collectors<br>• Your guarantors and security providers<br>• Credit reporting bodies, credit providers and other information providers<br>• Government and regulatory authorities (as required by law)<br>• Website hosts<br>• Organisations that assist us in advertising, research and development, analysis, promotions and competitions |
| **Access to and correction of your personal information.** | Our Privacy Policy contains information about how you can access the personal information we hold about you and seek correction of that information. |
| **Privacy complaints** | Our Privacy Policy contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint. |
| **Overseas disclosure of your personal information** | Your personal information will not be disclosed to any overseas recipients. |