

Ecotech Pty. Ltd. Privacy Policy

Privacy Statement

At Ecotech we are committed to protecting your privacy. Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (effective March 2014) places strict requirements on companies to treat any information you give us as confidential. We give effect to these laws by adhering to the 13 Australian Privacy Principles in our dealings with your personal information, to regulate the way we as a provider of environmental monitoring solutions collect, use, disclose, keep secure and provide access to personal information.

The purpose of this policy is to describe to you the information we may hold about you, explain what we use it for, and explain your rights in relation to it. By visiting any Ecotech website, you are accepting the practices described in this Privacy Policy.

A copy of this policy is posted on our Ecotech website and may also be obtained from our Privacy Officer. Where reasonably practicable, we will take reasonable steps to provide you with a copy of our privacy policy in the format you have requested.

What is Personal Information?

Personal information is information or an opinion that allows someone to identify or reasonably identify the individual that the information or opinion is about.

Australian Privacy Principle 1—open and transparent management of personal information

Ecotech will, at all times, maintain an open and transparent policy in regards to personal access to information held.

The personal information held by us will vary depending on your relationship with us and may include but is not limited to your name, position, e-mail address, company, country, mailing address, employment and recruitment details provided, including candidate medical records, customers and suppliers details e.g. banking details, forms, questionnaires, orders, enquiries and contact phone numbers to enable us to provide efficient and high quality service to you.

If you choose not to provide the relevant personal information, we may not be able to provide you with the services you require.

Australian Privacy Principle 2—anonymity and pseudonymity

Wherever it is lawful and practicable you will have the option of not identifying yourself when entering transactions with us. Any information received from a third party will not be disclosed to any other person or organisation unless at the time of receiving such information we have obtained your consent to use information received.

If you have general enquiry type questions, you can choose to do this anonymously or use a pseudonym. We might not always be able to interact with you this way however as we are often governed by strict regulations that require us to know who we're dealing with. In general, we won't be able to deal with you anonymously or where you are using a pseudonym when:

- it is impracticable; or
- we are required or authorised by law or a court/tribunal order to deal with you personally.

Australian Privacy Principle 3—collection of solicited personal information

Personal information other than sensitive information

We will not collect personal information (other than sensitive information) unless the information is reasonably necessary for one or more of our functions or activities.

We collect personal information by fair, lawful and non-intrusive methods. This may include information provided in person or via documents such as an application form, enquiry or request form or questionnaire where information is provided by mail, e-mail or via Ecotech's website.

Sensitive Information

Sensitive information is personal information such as health information and information about racial or ethnic origin, political, religious or sexual orientation. We will not collect sensitive information about you unless you have consented or that the collection of such information is required by law; or the information is reasonably necessary for one or more of our functions or activities.

Australian Privacy Principle 4—dealing with unsolicited personal information

If we receive unsolicited personal information about you we will, within a reasonable period after receiving the information, determine whether it is contained in a Commonwealth record. If the information is not contained in a Commonwealth record, we will, as soon as practicable, but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

Australian Privacy Principle 5—notification of the collection of personal information

We will take reasonable steps to notify you of any personal information we have collected about you, as soon as it is reasonably practical to do so; or

- to otherwise ensure that you are aware of any such matters as to who we are, our contact details, how and why the information is collected;
- whether the personal information is required or authorised by or under an Australian law or court/tribunal order;
- advise you of the consequences if all or some of the personal information is not collected;
- whether the personal information collected is disclosed to other organisations and how they can be contacted;
- whether we are likely to disclose the personal information to overseas recipients and the countries they are likely to be located in.

Australian Privacy Principle 6—use or disclosure of personal information

Any personal information collected and held will be used for the purpose it was intended and will not be disclosed to any other party unless you have consented to the use or disclosure of the information.

We will use your personal information primarily for the purposes of marketing and promoting our products, fulfilling and processing customer orders, servicing our relationship with you, internal accounting, administrative or employment purposes.

We may disclose information where we are permitted or required by law to do so.

Australian Privacy Principle 7—direct marketing

We respect the privacy of our customers and do not resell or lend e-mail addresses.

The only information that we will distribute to other organisations without your prior consent is that required to deliver services you have requested.

Ecotech may use or disclose personal information (other than sensitive information) about you for the purpose of direct marketing if:

- We have collected the information from you; and that you would reasonably expect us to use or disclose the information for that purpose; or

where we have provided a simple means by which you may easily request not to receive direct marketing communications from us and you have not made such a request to us – e.g. Unsubscribe facility and prominent opt out statement.

Where we have your express or implied consent, or where we are otherwise permitted by law, we may use your personal information to send you information about the services we offer, as well as other information. We may send this information by mail, email, SMS and telephone.

Opting out

You can opt out of receiving these communications at any time, in the following ways

- If you have an online account via our website, you can update your communications preferences by contacting the Marketing Department at the following email address: marketing@ecotech.com
- Use the unsubscribe facility that we include in our commercial electronic messages (i.e., email or SMS) to opt out of receiving those messages.

Australian Privacy Principle 8—cross-border disclosure of personal information

We will only transfer personal information to a recipient in a foreign country where we are required in the course of business (e.g. outsourcing, cloud storage, overseas branches, suppliers, agencies, mandated computer systems and databases); and reasonably believe that the recipient effectively upholds principles for fair handling of the information similar to the Australian Privacy Principles. We are not responsible for the misuse of personal information by these third parties.

Australian Privacy Principle 9—adoption, use or disclosure of government related Identifiers

We will not merge personally identifiable information with non-personally identifiable information collected via Google Analytics tracking code, online electronic or written application forms or documents, without your consent.

Australian Privacy Principle 10—quality of personal information

We will take all reasonable steps to ensure that all personal information collected, used or disclosed is accurate, complete and up to date. Any updated personal information received from you will be recorded and updated without undue delay.

Australian Privacy Principle 11—security of personal information

We will at all times, and to the best of our ability, protect any personal information we hold from misuse and loss from any unauthorised access, modification or disclosure.

We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

We will destroy or remove any identifying features held about you within a reasonable time after the information is no longer required.

Australian Privacy Principle 12—access to personal information

We will provide access to your personal information in the manner requested by you, if it is reasonable and practical to do so. Access will be provided within seven (7) working days of your written request to our Privacy Officer; except where we are required to refuse access under any privacy law including the Freedom of Information Act or any other Act of the Commonwealth that may apply.

We will take such steps (if any) as are reasonable in the circumstances to give access in a way that meets both our needs. Such access may be given through the use of a mutually agreed intermediary.

Where access is refused, a written reply will be forwarded to you stating the reasons for the refusal.

Australian Privacy Principle 13—correction of personal information

We will take reasonable steps, in the circumstances, to correct any of your information we have if that information is found to be incorrect; or you request us to correct the information. If you seek to correct information and we disagree with the new information provided, we will, on request, provide you in writing with the reasons for disagreeing and the mechanisms available to complain about the refusal.

Personal details can be changed at any time by contacting Human Resources by email at maree.dalzotto@ecotech.com or by mail to the 'Human Resources, Ecotech Pty. Limited, 1492 Ferntree Gully Road, Knoxfield, Victoria 3180, Australia.

Complaints

Complaints about a breach of the APP's can be made by writing or via e-mail to our Privacy Officer (contact details above). Complaints will be managed and investigated in accordance with Ecotech's complaint handling procedure. A written response will be provided at the conclusion of the investigation.

For a more detailed explanation of the Privacy Act 1988 (as amended) please contact:
The Office of the Australian Information Commissioner
www.oaic.gov.au
Privacy Hotline 1300 363 992 (local call charge)

Ecotech will review this policy from time to time to ensure it remains compliant with any changes to the Privacy Act or Ecotech's business requirements.

Policy Authorised by:

Nicholas Dal Sasso
Managing Director

Amended January 2015