

Privacy Policy

1. Introduction

ISH24 Pty Ltd is strongly committed to protecting your privacy when you interact with us.

Our goal is to provide you with leading safety management services, including equipment sales and maintenance, training, site personnel hire and safety consulting. This means that we sometimes use information you provide to us to customise your experience. We do this to make the use of our services more efficient for you.

In providing these services, ISH24 Pty Ltd want to be transparent about the collection and use of your personal information.

The purpose of this policy is to explain:

- What kinds of personal information we collect and store.
- How we collect and store personal information.
- In what circumstances we will disclose personal information.
- How you can access details of the personal information we hold and if necessary, correct the personal information and
- How to contact us to discuss any breach of this policy or the use of your personal information.

2. When do we collect Personal Information?

ISH24 Pty Ltd collects information about you in the following circumstances:

- Where we are providing a product or service that you have requested.
- Where you have applied for a position with us, are employed by us or are completing any work with us.
- Where you have provided the information to us through correspondence either written, verbal or electronic.
- Where we would like to improve our service to you, for example through the use and collection of data for statistical purposes or by the use of electronic tools like cookies.

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- As part of our customer database and
- For any other purpose related to any of the above.

ISH24 Pty Ltd automatically collects information to track user numbers and frequency of visitors to our website. We use this information to help us identify what our users want from our online services and to help us identify areas of improvement. This data is predominantly collected using cookies. Most information is effectively anonymous, however, if you do not want this type of information recorded most personal browsers give you the option to disable cookies.

3. What types of Personal Information do we collect?

Generally speaking, there are three types of information we collect:

1. Information that you specifically give to us.
2. Information we request from other organisations to meet our legal obligations as an employer or discharge our contractual obligations which may be sensitive information* and
3. Other information obtained from your use of our products and services including our website.

**Sensitive information is information about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices, criminal record, health information, genetic or biometric information.*

4. How do we use your Personal Information?

We use personal information for the purpose of conducting our business including undertaking marketing activities. While in some circumstances you may not need to provide us with personal information or may use a pseudonym or remain anonymous, there are many circumstances when dealing with us that you must provide your personal information to us. For example, we are unable to process any purchases or payments without necessary financial and personal information.

When you provide us with your contact details, you give your express and informed consent to us using your personal information to provide you with information about our business and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (**Direct Marketing Communications**).

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If at any time you do not wish to receive any further Direct Marketing Communications, you may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us at the details set out at the end of this document. If you opt-out of receiving our Direct Marketing Communications, we may still contact you in relation to our ongoing relationship with you.

We will endeavour to ensure that any personal information obtained is complete, accurate, up to date and relevant.

If we receive unsolicited personal information, we will assess whether it is appropriate for our business purposes. If so, it will be maintained in accordance with this policy. If not, we may delete it or retain it in our archives.

5. How do we store your Personal Information?

Information collected by us is stored electronically on our cloud-based servers. We also use third party software programs which host data on their own cloud-based servers. If you would like more information about what particular software programs your individual data is or will be hosted on, please contact us and we will provide that information together with a copy of the relevant third-party privacy policy.

6. How do we protect your Personal Information?

We use secure web services to collect your information and we store certain kinds of data in encrypted form.

We follow reasonable technical and management practices to help protect the confidentiality, security and integrity of data stored on our system. Our servers use Secure Sockets Layer (SSL) and encryption technology that works on most browsers. For particularly sensitive information that we receive, we use limited access functions, multi-factor authentication and other security policies, processes, and measures to control access to our systems and premises. Some of these applications transmit personal information to overseas recipients or to be held on overseas servers.

We encourage you to be vigilant about the protection of your own information when using digital services as no internet-based service or software can be made completely secure. While we will endeavour to ensure that any relationships, we have with third parties include an appropriate level of data protection, we are limited in our ability to control any electronic platform operated by a third party. Depending on the sensitivity of the information you disclose to us and to other organisations, you may wish to subscribe to a credit monitoring and identity protection service that helps reduce the risk of identity theft or financial loss.

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7. How long do we keep your Personal Information?

We generally keep user data on our server or in our archives for as long as we reasonably need it for taxation, insurance purposes or legal issues which is a minimum of 7 years. We may alter this practice according to changing requirements. For example, we may delete some data, if needed, to free up storage space. We may keep other data for longer periods if the law requires it. In addition, information posted in a public forum could stay in the public domain indefinitely. Subject to the law, we take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

8. When do we disclose Personal Information?

We may disclose personal information to our staff and to third parties involved in the completion of any purchases, the delivery of your order, and the analysis and support of your use of our website.

The circumstances where we may disclose your personal information depend on the reason that you have engaged with us. For example:

- If you place an order with us, we may disclose personal information to our staff and to third parties involved in the completion of any purchases, the delivery of your order, and the analysis and support of your use of our website.
- If you are employed by us, we are required to disclose your personal information including identity documents and other sensitive information to organisations which manage the sites our staff attend on behalf of ISH24. If we do not supply this personal information, staff members may not be permitted to work on those sites.
- Personal information may also be disclosed to protect our legal rights in circumstances where the information relates to actual or threatened harm or we have good faith belief that such action is necessary to:
 - conform to the requirements of law or comply with government orders, court orders, or legal process served on us or
 - to protect and defend our property or other rights, the users of our website or the public.
- We may disclose personal information to other companies and organisations if we are concerned that there is a risk of fraud or if you are a credit risk. The disclosure of information may include organisations that are located nationally or internationally.

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- We may also disclose personal information to trusted third parties who we engage to process your personal information for us.

We will use all reasonable efforts to make you aware of the disclosure of your personal information contrary to the terms outlined in this Privacy Policy and where necessary will keep a written record of any circumstances where we disclose your personal information.

We do not sell personal information to third parties.

9. How can you access and correct your Personal Information?

You have a right to request access to personal information held by ISH24 about you. You also have the right to request correction of any personal information that we hold.

To seek access or correction of your personal information please contact us as follows:

By email: vic.admin@ish24.com.au

By telephone: 1300 001 201

By mail: PO Box 1365, Bendigo, Victoria 3552

10. Will we use your Personal Information to contact you?

From time to time, we may send non-commercial electronic mail messages to your email account. In addition, we may send email order confirmations and email order updates to you after you have submitted an order for any of our products or services.

We will never intentionally send you unwanted electronic commercial material, however, we will send you information that we feel may be of interest to you.

We may also send you correspondence from time to time regarding an order you have made or a product you have purchased.

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11. How to make credit card payments

When making payments by credit card, you can choose to provide your credit card details over the phone or by visiting our Bendigo office. Do not send credit card information to us via email as this method is not secure and may result data being compromised.

Telephone: 1 300 001 201

Bendigo office address: 10 Trantara Court, East Bendigo, VIC 3550

Credit card information is not stored and is permanently deleted once payment has been processed.

12. Third Party Websites

Our website may contain links to third party websites.

We are not responsible for the privacy practices or the content of these websites even if you access those sites using links from us. Your use of these third-party websites is entirely at your own risk, and we recommend that you check the privacy and security policy of each website you visit. Clicking on a third-party link will take you to a third party's website. We take no representation or warranty as to the effectiveness, quality, legitimacy or data protections of any third-party website.

13. Privacy Complaints and Enquiries

We want to ensure that we keep your personal information confidential and will do our best to do this, however, if you do have any questions or complaints regarding our use, collection or storage of your personal information, or any other matter relating to your privacy, please feel free to contact us to discuss these issues:

By email: vic.admin@ish24.com.au

By mail: PO Box 1365, Bendigo, Victoria 3552

We will endeavour to respond to your query, comment, or complaint within 30 days of receipt of your correspondence.

If you are unhappy with our response or if we do not provide a response within 30 days, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner ("OAIC"). The OAIC can be contacted by telephone on 1300 363 992 or at www.oaic.gov.au.

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14. Related Documents

INTERNAL	
Doc ID	Document Name

EXTERNAL

15. Document Control

Author	Date	Version	Summary of changes
Jana Gumovsky	22/02/2017	1.0	Initial document.
Jana Gumovsky	01/11/2021	2.0	Integrated into new template.
Jana Gumovsky	03/11/2022	3.0	Full revision of sections and wording.
Breanna Thomas	23/03/2023	4.0	Integrated into new template. Minor formatting changes. Removed information about providing credit card details via email. New document naming convention implemented.