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Applied Climate Control ('the Company') is committed to protecting an individual's right to privacy. This Privacy Policy outlines how the Company meets its obligations under the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000.

When the Company collects personal information about individuals, in any format, it will only be used for the primary purpose for which it was provided. The Company will not use this information for any other purpose without an individual's consent. This information will be kept confidential, and it may be given to various departments within the Company for processing and use, under a duty of confidentiality.

The Company will take reasonable steps to protect personal information from misuse and loss and from unauthorized access, modification or disclosure. The Company will also take reasonable steps to destroy or de-identify personal information if it is no longer needed.

The Company may provide to government departments the information an individual provides, if required to do so under Australian law. Further information about privacy compliance can be obtained from www.privacy.gov.au or www.privacycompliance.org.

Privacy Statement

The Company acknowledges and respects the privacy of individuals. We are required under the Privacy Act 1988 (Cth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

Scope and responsibility

This Policy applies to personal information collected by the Company concerning staff, prospective employees, individual clients and other individuals. It does not apply to information about corporations.

For the purposes of this policy "personal information" means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Use of personal information

We collect a broad range of personal information about our customers, prospective customers, contractors, suppliers, agents, service providers and employees. This information is required to assist the Company in performing its functions and providing goods and services which enable us to fulfill our mission.

This information can include (but is not limited to) information about things like names and contact details, financial status, credit history, transaction history, banking details, or personal references.

All personal information will be collected in a fair, lawful and not unreasonably intrusive manner.

Personal information will normally only be collected directly from an individual when dealing with us by telephone, by correspondence through a letter, fax or e-mail, via our Internet website or through direct face-to-face contact.

Security and storage

The Company holds personal information on electronic and paper based records.

The security of personal information is important to us and we take reasonable steps to protect it from misuse and loss and unauthorized access, modification or disclosure.

Some of the ways we do this are:

- Firewalls – to prevent the hacking of our database.
- Clauses in employee agreements requiring confidentiality and training on the importance of the Privacy Legislation.
- Appropriate security access to Company premises.
- The use of passwords for access to database information and the use of security levels within the database to ensure that staff only access the information required to perform their duties.

Disclosure of personal information

We do not sell or trade in personal information, or allow third parties to use that personal information for their own purposes. An exception to this is where we may be required by law to disclose certain information.

We may disclose personal information to our contractors (for the purpose of the services which they provide) so that we can complete a transaction on the individual's behalf or provide them with services or goods that have been requested.

In such circumstances we prohibit our third party contractors from using personal information about an individual except for the specific purpose for which it has been supplied or where consent has been obtained for some other use. Such consent may be express or implied by conduct.

Access, correction and concerns

We will provide access to personal information upon request by an individual, unless a request is unreasonable and the National Privacy Principles would permit us to decline that access (for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious).

The Company endeavours to take all reasonable steps to ensure the personal information we use is up to date, complete and accurate. In accordance with the National Privacy Principles an individual has certain rights to gain access to the information which the Company holds about them and to seek correction of it. If at any time an individual would like to gain access to their personal information, or would like to have some information which the Company holds about them corrected then please contact us at the contact point below.

All complaints will be dealt with promptly and confidentially. Complaints concerning our privacy practices and how personal information is used may be forwarded in writing at any time to the Group General Manager (info@appliedclimate.com.au).

Visiting our website

By visiting the appliedclimate.com.au website ("the Site") you are agreeing with and consenting to the practices described in this Privacy Policy. If you do not agree with this Privacy Policy you should immediately cease using the Site.

Hyperlinks

Applied Climate Control's website contains hyperlinks to pages contained on third-party websites. Applied Climate Control takes no responsibility for or endorses the content of these websites.

Disclaimer

The content of this website is provided for the purpose of information only.

Applied Climate Control makes every reasonable effort to maintain its accuracy but cannot guarantee that the information is complete or correct. Applied Climate Control recommends that you rely on your own diligence to determine the accuracy of information accessed through this website.

Applied Climate Control accepts no liability for loss or damage caused to any person using or relying on the information contained within this website.