

Privacy Policy

Platinum Electricians Pty Ltd (ACN 127 381 864) (“Platinum”) respects the privacy of individuals and treats your Personal Information with respect and integrity. This privacy policy (“Privacy Policy”) sets out the way in which Platinum collects and handles your Personal Information and complies with the Privacy Act 1988 (Cth).

Collection of Personal Information

By using Platinum’s website, by engaging Platinum, by providing Platinum with a quotation or by entering into an agreement with Platinum, you consent to the collection of your Personal Information in accordance with this Privacy Policy.

Platinum may collect and hold the following personal information (“Personal Information”):

- Name and position within a company;
- Australian Company Number and/or Australian Business Number;
- Residential and/or business address;
- Phone and/or facsimile number;
- Email address;
- Bank details; and
- Any additional information provided to Platinum, including order details.

Use of Personal Information

Platinum uses the Personal Information for the purpose for which it was specified or reasonably apparent at the time when the Personal Information was collected. The Personal Information may be used in respect to the following:

- providing order confirmations;
- processing of orders;
- assisting the offering of products and services by Platinum or its related entities, contractors, agents and/or employees;
- processing of job or franchise applications and the provision of relevant information in this respect;
- communicating promotional offers or special events;
- responding to feedback, complaints and enquiries; and
- using for administrative, marketing, planning, service or product development purposes.

You may advise Platinum if you do not wish to receive any promotional offers or marketing information from Platinum.

Disclosure of Personal Information

Where appropriate and required, Platinum may disclose your Personal Information:

- to other associated Platinum entities;
- to Platinum’s franchisees, suppliers, agents or contractors in connection with or for the purpose of Platinum’s business;
- to Equifax or any other collection organisation;
- where the law requires or authorises Platinum to do so; and
- to any other third party notified by you at the time of or after collecting your Personal Information.

Access to and Protection of Personal Information

Platinum will take reasonable steps to ensure that your Personal Information is accurate, up to date and complete. However, Platinum relies on you advising of any changes or inaccuracies of your Personal Information. Please advise us if you are of the view that any of your Personal Information requires updating or correcting.

Platinum will take reasonable steps to protect your Personal Information from misuse, interference, loss, unauthorised

No data transmission over the internet can be guaranteed to be 100% secure. As a result, while Platinum strives to protect your Personal Information, Platinum cannot ensure or warrant the security of any information you transmit to Platinum over the internet, and you do so at your own risk. Once Platinum receives your transmission, Platinum makes its best effort to try and ensure the information and Personal Information security both on Platinum's systems and while in transit between Platinum's systems and the companies who provide Platinum with the various systems.

Complaints Procedure

If you wish to make a complaint about a breach of the Privacy Policy or the Privacy Act 1988 (Cth) by Platinum, please lodge a complaint to the Platinum privacy policy co-ordinator ("Co-ordinator") at info@platinumelectricians.com.au. The Co-ordinator will investigate your complaint and determine how it can be resolved.

Should you not be satisfied with the way your complaint was handled or determined, you may contact Platinum or, alternatively, contact the Australian Information Commissioner via www.oaic.gov.au.