



Surco Restorations Privacy Policy

Surco Restorations (Surco) is committed to protecting the privacy of your personal information.

Surco has adopted the Australian Privacy Principles (APP) contained within the Privacy Act 1988 (Cth) (the Privacy Act) which govern the way we collect, use, disclose, store, secure and dispose of your personal information. A copy of the Australian Privacy Principles can be obtained from the website of the Office of the Australian Information Commissioner at www.oaic.gov.au

What is personal information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, phone numbers, addresses and email addresses.

This Personal Information is obtained in various ways including correspondence by telephone, by email, via our website and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the purpose of providing our restoration services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes that are closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third parties

Where practical and reasonable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with your personal information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by the third party.



Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that protects it from misuse and loss and from unauthorised access, modification, or disclosure. When your Personal Information is no longer required for the purpose for which it was obtained, we will destroy or permanently de-identify your personal information after a 7-year retainment period.

Personal information may be stored by us electronically or in hard copy format. We have security measures in place for our hard copy and electronic information to ensure your information is safe.

The Privacy Act requires Surco to take such steps as are reasonable to ensure that any recipients of your personal information do not breach the privacy principles contained within the Privacy Act. Surco acknowledges the importance of protecting personal information and will take reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

Access to your Personal Information

You are entitled to have access to any personal information relating to you which Surco holds, except in some exceptional circumstances provided by law. You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like to access or correct any records of personal information Surco holds about you (subject to the above) you can contact us via the details provided below.

Email: admin@surco.com.au

Post: PO Box 2049, Wellington Point, QLD, 4160

Telephone: 07 4802 6385

Consent

By accepting our terms and conditions for our services, you are agreeing to the terms of this Privacy Policy.

We reserve the right to modify our Privacy Policy as our business needs require. We will notify you of such changes, after which, your continued use of our services or your continued dealings with us shall be deemed to be your agreement to the modified terms. If you do not agree to our continued use of your personal information due to the changes in Surco's Privacy Policy, please contact our team via the details above.

3 If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should advise us via the contact details set out above.



Terminology:

In this Policy the expressions “we”, “us” and “our” are a reference to Surco. The expressions “you” and “your” refer to each and every individual whose personal information we may handle from time to time.

A list of defined terms is set out below:

- Companies refer to Surco Group Pty Ltd ATF The Ross Family Trust ABN 22 530 021 863, operating divisions and business units;
- Personal information means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, including symbolic identifiers such as citizenship and immigration status.