

PRIVACY POLICY

Jembrae Electrical Services Pty Ltd respects your privacy and is committed to handling personal information responsibly and in accordance with applicable privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles where they apply.

1. Personal information we collect

We may collect personal information that is reasonably necessary for our business, including:

- 1.1. your name, business name, position and contact details;
- 1.2. billing, account, payment and credit-related information;
- 1.3. site addresses, job details, service history, purchase orders, quotes and project information;
- 1.4. information provided through our website, enquiry forms, emails, phone calls, meetings and customer communications;
- 1.5. information required for safety, compliance, site access, inductions, permits, licensing, insurance and job management;
- 1.6. supplier, contractor, employee, subcontractor and customer contact information;
- 1.7. photographs, documents, reports, drawings, records or other information relevant to work we perform.

We generally do not collect sensitive information unless it is reasonably necessary for safety, compliance, employment, site access, insurance, legal or regulatory purposes.

2. How we collect personal information

We may collect personal information directly from you when you contact us, request a quote, engage our services, complete a form, provide a purchase order, use our website, deal with our staff, or communicate with us by phone, email or other means.

We may also collect personal information from third parties where reasonably necessary, including customers, site managers, contractors, suppliers, insurers, professional advisers, credit agencies, publicly available sources, or systems used to manage jobs, accounts and communications.

3. Why we collect and use personal information

We collect, use and hold personal information to:

- 3.1. respond to enquiries and provide quotes;
- 3.2. supply electrical contracting, maintenance, breakdown, project, labour support and related services;
- 3.3. schedule and manage jobs, employees, subcontractors, suppliers and site access;
- 3.4. manage accounts, invoicing, payments, credit, debt recovery and administration;
- 3.5. meet safety, licensing, insurance, legal, tax and compliance obligations;
- 3.6. manage customer, supplier and contractor relationships;
- 3.7. improve our services, systems, website and business operations;
- 3.8. send service updates, administrative notices or business communications;
- 3.9. market our services where permitted by law.

We do not sell personal information.

4. Disclosure of personal information

We may disclose personal information where reasonably required to operate our business, provide our services, comply with the law or protect our legitimate business interests.

This may include disclosure to:

- 4.1. employees, contractors, subcontractors and labour support personnel;
- 4.2. customers, site managers and authorised representatives;
- 4.3. suppliers, wholesalers and service providers;
- 4.4. software, IT, cloud hosting, website, accounting, job management and communication providers;

- 4.5. insurers, brokers, lawyers, accountants, bookkeepers and other professional advisers;
- 4.6. banks, payment processors, credit agencies and debt recovery providers;
- 4.7. regulators, government agencies, courts, tribunals or authorities where required or permitted by law.

Some service providers may store or process information using cloud systems located in Australia or overseas. Where this occurs, we take reasonable steps to ensure personal information is handled appropriately.

5. Website, cookies and analytics

Our website may use cookies, analytics tools and similar technologies to understand website traffic, improve user experience, monitor performance and support marketing activity.

You can usually adjust your browser settings to refuse cookies, although this may affect how some parts of the website operate.

6. Security of personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

This may include using secure systems, access controls, password protection, staff procedures and reputable third-party service providers. No method of electronic transmission or storage is completely secure, so we cannot guarantee absolute security.

7. Access and correction

You may request access to the personal information we hold about you, or ask us to correct information that is inaccurate, incomplete or out of date. We may need to verify your identity before responding. In some cases, we may refuse access or correction where permitted by law.

8. Complaints

If you have a privacy concern or complaint, please contact us using the details below.

We will review your complaint and respond within a reasonable time. If you are not satisfied with our response, you may be able to contact the Office of the Australian Information Commissioner.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will be available on our website.

10. Contact us

For privacy enquiries, access requests, correction requests or complaints, please contact:

Jembrae Electrical Services Pty Ltd

Email: info@jembrae.com.au