



# Privacy Policy

Australian Restoration and  
Construction Pty Ltd

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| Document title | Privacy Policy   |
| For use of     | All Australian Restoration and Constructions Pty Ltd Employees |
| Release Date   | 01.04.26   |

## 1. Overview

- 1.1 Australian Restoration and Construction Pty Ltd (“The Company”) is committed to protecting the privacy and confidentiality of Personal Information collected through our business operations. The company recognises the importance of managing Personal Information in a transparent, secure and responsible manner.
- 1.2 This Privacy Policy outlines the Company’s approach to handling Personal Information, including how information is collected, used, stored, and disclosed, as well as the safeguards in place to protect it. It also describes how individuals can access and correct their Personal Information or raise privacy-related concerns.
- 1.3 The Company manages Personal Information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

## 2. Purpose

- 2.1 The purpose of this policy is to ensure that personal information is handled in a lawful, transparent, and secure manner.

This policy aims to:

- Explain how personal information is collected, used, stored, and disclosed
- Ensure compliance with applicable privacy laws and regulations
- Protect the rights and privacy of individuals
- Provide a clear process for accessing, correcting, or making complaints about personal information

## 3. Scope

- 3.1 This policy applies to all employees, contractors, and third parties (“Team Members”) who collect, access, use, or manage personal information on behalf of the Company.

It applies to personal information collected through:

- Company operations and service delivery
- Recruitment and employment processes
- Website, email, phone, and in-person interactions
- CCTV and security systems
- Third-party service providers and business partners

## 4. Definitions

- 4.1 In this policy:

- **APPs** means the Australian Privacy Principles
- **Associated Third Parties** means individuals, companies and other entities with whom we work to provide our products and Services
- **Personal Information** has the meaning given under the Privacy Act and includes Sensitive Information
- **Privacy Act** means the Privacy Act 1988 (Cth) incorporating the APPs and any amendments to the Privacy Act or APPs from time to time
- **Privacy Policy** means this document as amended from time to time
- **Related Entities** has the same meaning as under the Corporations Act 2001 (Cth)
- **Sensitive Information** is a special category of Personal Information and in this Privacy Policy, the term has the meaning given under the Privacy Act
- **Services** means the offers and services provided by us, including providing maintenance and repair services and assisting in insurance claims processes for property repairs

- **Social Networking Sites** means the social networking sites operated or utilised by us, including Facebook, Instagram and Twitter
- **Website** means [www.arcprojects.com.au](http://www.arcprojects.com.au)

The meaning of any general language is not restricted by any accompanying example and the words “includes”, “including”, “such as”, “for example” or similar words are not words of limitation.

## 5. What Personal Information do we collect and why do we need it?

### 5.1 General

To provide you with our Services, we need to collect Personal Information. If we do not collect the Personal Information or if any of the information you provide is incomplete or inaccurate, we may not be able to provide the Services or those Services may be compromised and we may not be able to comply with our obligations or assess any job application you make to us.

### 5.2 What information do we collect?

Depending on the nature of our relationship with you, the Personal Information we collect may include your name, email address, telephone numbers and address, credit reference information, bank and credit card details (including expiry dates), insurance policy details. We may also collect Sensitive Information, for example, if you advise us that you have a disability.

### 5.3 Job applications

If you apply online for a position with us, we will collect Personal Information from your resume, accompanying application documentation and during any other parts of the recruitment process. The Personal Information you provide when you apply for a job with us will be used to consider your application for employment and to verify the information you provide (including contacting any referees). If you are successful, the information you provide (including Personal Information) will form part of your employment records.

### 5.4 CCTV and other imaging

For security purposes, we have CCTV cameras at our premises and your image may be recorded. By entering our premises, you consent to us recording your image.

## 6. How do we collect the Personal Information?

We aim to collect Personal Information directly from you. However, we may also collect Personal Information:

- from our Associated Third Parties
- from a Credit Reporting Body if you apply for credit from us
- from debt collection agencies if you default in a payment to us
- through our website and other Social Networking Sites
- from third parties
- from publicly available sources of information
- from referees if you apply for a position with us
- when we are required to do so by law

If at any time you supply Personal Information to us about any other person, you represent and we accept that information solely on the basis that you are authorised to do so and that the relevant person has consented to the disclosure to us.

## 7. Using and disclosing Personal Information

### 7.1 How do we use your Personal Information?

In addition to any other purposes set out in this Privacy Policy, we collect and use Personal Information for operational purposes and to:

- provide our products and Services or information about our products and Services
- regulatory, contractual, insurance, governance and other legal obligations
- process payments
- respond to medical emergencies
- protect and enforce our legal rights and those of our employees and customers
- process your inquiries and any application for credit; and
- improve and develop our Services.

### 7.2 Disclosing Personal Information to third parties

We may disclose your Personal Information to third parties in certain circumstances including:

- if you agree to the disclosure
- where required for our operational purposes
- for the primary purpose for which it was collected, e.g. to provide you with products or Services or to facilitate the provision of those products or Services to you
- to our Associated Third Parties. This includes providing a copy of a call recording to an Associated Third Party in relation to a building project in which they are engaged
- where you would reasonably be expected to consent to information of that kind being passed to a third party
- where disclosure is required or permitted by law, by court order or to investigate suspected fraud or other unlawful activity
- to our Related Entities
- if disclosure will prevent or lessen a serious or imminent threat to someone's life or health

We do not disclose Sensitive Information about you unless you agree or, in the circumstances of disclosure, you would reasonably expect us to make the disclosure.

### 7.3 Marketing

We may use and disclose your Personal Information (other than Sensitive Information) to provide you with information on offers, products and Services offered us or by our Associated Third Parties. We do not use Sensitive Information for marketing purposes.

If at any time you no longer wish to receive any additional marketing or survey material from us or do not want your information disclosed for direct marketing or survey purposes, contact our offices and we will remove your details from our marketing database.

### 7.4 Disclosure of Personal Information offshore

We may store our records utilising the facilities of third-party cloud suppliers. These facilities may be in countries other than Australia. If you have any queries about our use of cloud services, please contact our offices.

While privacy rules are in place to protect your Personal Information, an overseas recipient may not be subject to privacy obligations or to any principles like the APPs. The overseas recipient may also be subject to a foreign law that could compel disclosure of Personal Information to a third party, for example, an overseas authority.

If you consent to the disclosure and the overseas recipient handles the information in breach of the APPs, you will not be able to seek redress under the Privacy Act, may not be able to seek redress in the overseas jurisdiction and we will not be accountable under the Privacy Act.

By providing us with Personal Information, you consent to us using and disclosing your Personal Information offshore. If at any time you wish to withdraw your consent, contact our offices. However, depending on the circumstances, this may mean we may not be able to provide the Services you have requested in whole or in part.

## 8. Storing Personal Information and Security

### 8.1 Storage

When the Personal Information that we collect is no longer required, including telephone recordings, we will remove or de-identify the Personal Information. We may, however, retain Personal Information, including telephone recordings, for as long as is necessary to comply with any applicable law, for the prevention of fraud, for insurance and governance purposes, in our IT back-up, for the collection of any monies owed and to resolve disputes.

### 8.2 Security

The steps we take to protect your Personal Information include electronic and physical security measures, implementing information security policies and procedures, staff training and use of password protection software. While we take active steps to protect Personal Information we hold from misuse, loss, unauthorised access, modification or disclosure, you should be aware that no system is completely secure against cyber-attack.

In addition, the open nature of the Internet is such that information exchanged via the Internet may be accessed and used by people other than those for whom the data is intended. Any information you send us, including (without limitation) Personal Information, is sent at your own risk. You should contact us immediately if you believe that someone has gained access to your Personal Information or consider that we have breached our privacy obligations to you in any way.

## 9. How you can update, correct, or delete your Personal Information

We require accurate, up to date information, to enable us to supply you with products and Services. If any of the Personal Information you have provided to us changes or you find that any of the information is inaccurate, please provide us with the details so we can update our records.

You may request access to your Personal Information by contacting our offices. For security purposes we may ask you to provide us with evidence of your identify before we make any disclosure. The APPs outline circumstances under which we may deny access to some or all your Personal Information. In such cases, we will give written reasons for our decision except to the extent that it would be unreasonable to do so.

## 10. Changes to our Privacy Policy

Periodically we may review this Privacy Policy and amend it to reflect changes in the law, advice from the Privacy Commissioner or to reflect changes in our procedures. Once amended, we will post the updated Privacy Policy on our Website.

You should review our Privacy Policy whenever you access our website or provide us with Personal Information. Upon request, our offices will also provide you with a copy of our Privacy Policy.

**11. Compliance**

11.1 Failure to comply with this policy may result in disciplinary action, including termination of employment or contract, and may also lead to legal action where applicable.

**Document Control**

This process will be reviewed periodically and updated as necessary to reflect changes in procedures or business needs. Employees will be notified of any updates to ensure continued compliance.

| Version | Implementation date | Author        | Approved by                | Date of next Review |
|---------|---------------------|---------------|----------------------------|---------------------|
| 1.0     | 01.02.24            | Alanna Karzon | Mason Wood                 | 01.02.26            |
| 3.0     | 01.04.26            | Alanna Karzon | Michael Brown, Sasha Jojic | 01.04.28            |
|         |                     |               |                            |                     |
|         |                     |               |                            |                     |