

TOTAL ELECTRICAL CONNECTION PTY LTD

A.B.N. 22 003 273 489

Installation – Lighting – Design – Communications – Service - Maintenance

PRIVACY POLICY

Our privacy commitment to you

Total Electrical Connection Pty Ltd (TEC) is committed to managing your personal information openly and transparently, to protecting your privacy and to ensuring the security of your personal information. TEC maintains all personal information in accordance with the 13 Australian Privacy Principles and the Privacy Act 1988 ("Act"), which regulate how TEC collects, uses, keeps secure and discloses your personal information.

About this Privacy Policy

This Privacy Policy outlines how we deal with your personal information, including by explaining clearly and in plain language some of the key processes and procedures that we have implemented to manage your personal information.

In this Privacy Policy, Total Electrical Connection Pty Ltd, are referred to as 'TEC', 'we', 'our' or 'us'.

You must read this Privacy Policy before providing us with any personal information. By providing us with your personal information, you are confirming your agreement to the policies and procedures described in this Privacy Policy.

Types of personal information we collect

It is likely that in providing our services to you, TEC will not need to collect your personal information. Where TEC does require your personal information however, the personal information that we may collect and hold about you includes your name, date of birth, the organisation you work for, position held, business address, business phone numbers, fax numbers, e-mail addresses, credit history, information on the services you use (including details of your registration and attendance at TEC functions and events), information based on the services your business provides and the qualifications required by your business to provide those services. In some cases we may also record home contact details and e-mail addresses where these are required by us.

We will not collect or hold your personal information without your consent, and only if the collection of your personal information is necessary for one or more of TEC's functions or activities. If we receive personal information about you that we have not requested from you or personal information that we could not have collected from you, we will destroy or de-identify that information where it is lawful and reasonable to do so.

The Act places restrictions on us collecting sensitive information about you (which includes information about your religion, political views, ethnicity, criminal records and sexual preferences). Generally we will not collect this type of information.

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How do we collect your personal information?

The means by which we collect your personal information will depend on the nature of the service that we are providing to you.

We may collect your personal information:

1. When you complete an annual return to comply with one of your legal obligations (for example, reporting to the Australian Taxation Office information requested by them)
2. When you register to attend events held by TEC
3. When you request TEC to undertake services on your behalf
4. When you wish to provide services to TEC
5. When you email TEC or contact TEC by telephone
6. When you send us documents containing your personal information.

We may also collect information from other sources such as through forms that you fill out and return to us and publicly available sources such as newspapers, directories and public registers. Wherever possible, we will collect personal information directly from you.

Why we might need your personal information

There are various reasons why we might need to collect, hold, use or disclose your personal information and this will depend upon the specific services that we are providing to you but we will tell you the main reason for asking for your personal information at the time when we ask you to provide it.

In general, we will only use information that we hold about you for the purposes of providing our products and services to you. Our main services include consultancy; concept development and design; engineering, procurement and installation; service and maintenance.

The personal information we collect from you may be used in some or all of the following ways:

- To check your credit history so that we can provide our products and services to you.
- To deliver to you and invoice you for any product purchases or event attendance.
- To provide you with information that we think may be of assistance or interest to you or your organisation.
- To assist in market research.
- To improve our service and communication.
- To provide you with information about TEC products, services and events which we consider may be of interest to you.
- To prevent fraud and other criminal activities.
- To comply with our legal obligations.

Do we use your personal information for marketing purposes?

As part of the services that we provide to you, we may:

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- (a) use personal information that we have collected about you to identify a product or service that we believe may benefit you;
- (b) contact you from time to time to let you know about a product or service that we believe you might be interested in; and
- (c) share your personal information with TEC business units.

By providing your personal information to us, we will consider that you consent to this, unless you opt out. You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing material through a particular channel, like email. You can make this request by contacting our Privacy Manager by calling 02 9772 7600 or by emailing at privacy@totalelectrical.com.au. Additionally, any marketing communication sent to you, including all emails and SMS, will include an opt-out or "unsubscribe" option which will immediately indicate to us that you no longer wish to receive materials of this kind. If you make a request not to receive marketing communications from us, we will stop sending you these materials.

Will we disclose your personal information to anyone overseas?

Because TEC is a global company, your personal information may be shared with other TEC business units. TEC will take reasonable steps to ensure that other business units in TEC do not breach this Privacy Policy or the APPs.

What happens if you don't provide the information requested?

There is no obligation for you to provide us with any of your personal information but if you choose not to provide the personal information that we ask for, or the information you provide to us is incomplete or inaccurate, it may mean that TEC will be prevented from providing services to you, from advising you of the products and services that may be available to you and from maintaining contact with you.

Do we share your personal information with others?

Generally, we will not provide your personal details to any other person or organisation other than:

- Organisations to whom you have authorised us to provide your personal details
- Service providers such as printers and posting services and organisations involved in the provision and maintenance of our business systems and infrastructure
- Organisations whom by law we may be required or authorised to provide personal details
- External agencies providing services for the purpose of data matching, cleansing or enrichment
- Our auditors and other professional advisers
- Our representatives, such as our legal advisers

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- Organisations engaged by, in partnership with, or other service providers of TEC for the purpose of establishing or administering services and promotions to TEC customers and prospective customers.

We do not disclose personal information we collect to third parties for the purpose of allowing those third parties to direct market their products and services to you or your organisation.

Where your personal information is disclosed to service providers and other organisations, TEC will seek to ensure that your personal information is handled in accordance with privacy laws and is not disclosed for any purpose other than those to which you have consented (unless required or authorised by or under an Australian law or court/tribunal order).

Strict procedures are in place to ensure that our service providers have appropriate systems in place to comply with privacy laws and keep personal information confidential and secure.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Storage and Security of Personal Information

TEC will take reasonable steps to protect your personal information from misuse, loss and unauthorised access, modification or disclosure. When the information is no longer needed for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified.

Your personal information may be retained if:

1. the personal information is contained in a Commonwealth Record; or
2. TEC is required to retain the information by or under Australian law or court tribunal order.

Links on our website

Our website contains links to other sites. The terms of this Privacy Policy do not apply to external websites and TEC is not responsible for the privacy practices or the content of such websites. You should make your own enquiries as to the privacy policies of these parties.

Access to your personal information

You have a right to know what personal information TEC holds about you and to obtain access if required.

To access personal information that we hold about you please contact the Privacy Manager by calling 02 9772 7600 or by emailing at admin@totalelectrical.com.au. You may need to provide proof of your identity before access is provided.

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We will respond to your request for access within a reasonable timeframe. There are some limited circumstances in which we may not be able to provide you with access to your personal information when requested. Such circumstances might include where access would pose a serious threat to the life, health or safety of another person or where such access would unreasonably impact on the privacy of others. If we refuse to give you access to any of your personal information, we will provide you with reasons for the refusal. You can also contact the Privacy Manager by calling 02 9772 7600 or by emailing at admin@totalelectrical.com.au if you would like to challenge our decision to refuse access.

We may recover from you our reasonable costs of supplying you with access to your personal information but we will not charge you for any request you might make to access your information.

Updating your personal information

It is important that the personal information we hold about you is accurate and up to date at the time we collect it, when we use it and when we disclose it. To assist us with this, please ensure that you provide us with correct information at the time you provide it to us and immediately inform us if your details change at any time. If we are concerned that any of your information is inaccurate, incomplete, out-of-date, irrelevant or misleading, or if you request that we correct any of your information, then we will take all reasonable steps to correct the information to ensure that it is accurate, complete, up-to-date, relevant and not misleading in the context of the purpose for which it is held within a reasonable time frame.

If we refuse to correct your personal information, we will provide you with reasons for the refusal. You can also contact the Privacy Manager by calling 02 9772 7600 or by emailing at admin@totalelectrical.com.au if you would like to challenge our decision to correct information.

We will not charge you for any request to correct your personal information, nor will we pass on to you any costs incurred by us in correcting your personal information.

Our Online Services

If you log into your online account, TEC will collect personal information from you including your name, contact details and changes to your account such as change in address, purchase of products and services. You can only access the online facility with your log on details and password. You should keep your password secure and change it periodically. You should ensure that you log off once you have finished accessing the online facility to ensure that no one else can access your personal information.

While care is taken to protect your personal information on our website, unfortunately there are security risks associated with transmitting your personal information via the internet. Accordingly, we cannot ensure or warrant the security of any information you send to us or receive from us online. You should assess these potential risks before deciding whether or not to use TEC's online services. If you would prefer not to transmit your personal information via the internet, you can provide it to TEC by mail or telephone.

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Questions and complaints

If you have any questions or complaints about this Privacy Policy or our handling of your personal information, please contact the Privacy Manager by calling 02 9772 7600 or by emailing at admin@totalelectrical.com.au. Once a complaint has been lodged, we will respond to you as soon as possible. If you are not satisfied with our response, you may approach an external dispute resolution service or apply to the Office of the Australian Information Commissioner ("OAIC") to have the complaint heard and determined.

Contacting us

This Privacy Policy gives a broad overview of our policies in relation to privacy but if you require further information, if you have any comments or questions regarding this Privacy Policy or if you have any concerns or complaints regarding the way in which we handle your personal information you should contact:

Privacy Manager

Ph: 02 9772 7600

Email: admin@totalelectrical.com.au

Please note that the Act contains certain exemptions which may permit us to use your personal information in a particular way if specific circumstances arise. Any such exemptions under the Act will take priority over this Privacy Policy to the extent of any inconsistency.

Express consent to collection, storage, use and disclosure

In addition to the other consents provided by you above, by agreeing to accept the terms of this Privacy Policy, or by providing your personal information to us, or both, you are taken to have expressly consented to the collection, storage, use and disclosure of your personal information for each of the purposes and to all of the parties outlined in this Privacy Policy.

Changes to this Privacy Policy

From time to time it may be necessary for us to review and revise this Privacy Policy. We reserve the right to change our Privacy Policy at any time.