General

Queensland Glass Pty Ltd ["we", "us", "our"] specialises in the delivery of high quality, cost effective, commercial fit outs; incorporating refurbishments, tenancy make goods and maintenance. We operate as a single head contract with a dedicated team to produce superior outcomes and complete customer satisfaction across the commercial, government, medical, higher education and hospitality industries. We also supply and install a range of quality commercial interiors products. We own and operate the website http://www.queenslandglass.com.au [the "Website"].

Queensland Glass Pty Ltd is dedicated to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) [the Act**]** and the Australia Privacy Principles [the APPs]. This Privacy Policy sets out how Queensland Glass manages the personal information we collect, hold, use and disclose about you when you, for example, acquire our products, engage our services, use the Website or apply for employment with us.

Acceptance

By submitting your personal information to us, for example, acquiring our products and services, and/or by accessing or using the Website, you confirm your acceptance of the terms of this Privacy Policy and consent to the handling of your personal and sensitive information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not provide us with your personal or sensitive information or use the Website.

Changes to the Privacy Policy

Queensland Glass reserves the right to amend this Privacy Policy from time to time. We will notify you of any changes to the Privacy Policy by publishing the updated Privacy Policy on our Website at http://queenslandglass.com.au/privacy/. We encourage you to check our Privacy Policy regularly for updates and amendments. By continuing to provide us with your personal or sensitive information and/or using our Website after these changes have been published on our Website, you confirm you acceptance of these changes.

How do we collect your personal information?

We only collect personal or sensitive information which you have provided to us, or consented to us collecting or that we have collected for the purposes of providing our products, or services to our clients and customers. We may collect your personal information in a variety of ways, for example:

- When you engage us to provide products and/or services;
- When we engage you to provide us (or our clients or customers) with products and/or services, for example,
- When you visit or use our Website;
- When you apply for a job at Queensland Glass or when you become an employee of Queensland Glass;
- When you engage with us by using social media;
- When you sign up to a mailing list or to receive newsletters; or
- When you contact us with an enquiry or to provide feedback.

The types of personal information we may collect from you includes (but is not limited to) [your name, date of birth, e-mail address, postal address, telephone number, financial information (such as bank account information and credit or debit card information and expiration dates) and emergency contact details (if an employee or subcontractor)]. Queensland Glass may also collect sensitive information about you, in the form of your health information, when the collection of this health information is relevant to your relationship with us (for example, [if an employee, sub-contractor or visiting a site]).

You are under no obligation to provide us with your information and you may be able to visit our Website and deal with us anonymously or by pseudonym. However, if you choose not to provide us with certain information, we may not be able to provide you with the products or services that you seek, or respond to your enquiry.

Collection of information from third parties

Queensland Glass may also collect personal and/or sensitive information about you that has been provided to us by third parties such as, for example, [**our clients, customers, subcontractors or insurers**]. If applying for a job, we may also collect personal information from your referees. Please note that this Privacy Policy applies solely to the management of personal information collected or held by Queensland Glass. Queensland Glass is not responsible for the privacy practices and procedures of third parties who may have otherwise collected and/or provided your information to us. We strongly encourage you to read the privacy policies of, or contact these third parties directly for further information about their privacy practices.

1. How do we use the personal information we collect?

Queensland Glass uses the personal and/or sensitive information we collect for the following purposes (without limitation):

- to provide our products and services to our customers, for example, assessing applications for credit, to account for services provided to our customers and to manage our relationships with our customers;
- to improve the content of our Website and to customise the content and/or layout of our Website for individual users;
- to market our services, products and Website, such as sending e-mail newsletters;
- to conduct analysis on our Website's usage, for example to monitor website usage and traffic;
- to contact you or respond to your queries and feedback;
- to contact you about job offers or respond to job applications;
- for our internal business purposes, such as business management or accounting/auditing purposes;
- for any other purpose required for us to comply with our legal and regulatory obligations; and
- for any other purpose for which you provided the information.

We may occasionally use your personal information to send you marketing materials about our services and products; company news and information; research and development news or additional services or products (provided by us or our agents and partners) that we believe may of interest to you.

If you do not wish to receive marketing communications, you can opt out by contacting us using the Contact Details below and informing us that you wish to opt out, or click the "unsubscribe" link in any marketing email that we may send to you.

Do we disclose your personal information to third parties?

Queensland Glass may disclose your information to third parties which may include (without limitation):

- our related entities and affiliates or business partners including, for example [suppliers, tradespeople and sub-contractors] where necessary to provide our products and services;
- third parties who may have engaged us and who may have provided your personal information to us initially, for the purposes of providing our products and services, for example, [customers requiring fit-out services];
- where you have provided consent;
- our advisors, for example, auditors and lawyers;

- third party service providers who assist us, for example, in connection with our insurance needs and in the distribution of marketing and promotional materials and email updates about our products, services and/or Website, such as mailing houses;
- if you are a job applicant, for example, to your referees;
- credit reporting bodies. Further information about our handling of credit-related personal information is contained in our Credit Reporting Policy;
- our affiliates, sponsors or business and event partners who may provide you with information about their products and services which may be of interest to you (unless you have indicated to us that you wish to opt out of receiving these communications);
- to government or regulatory bodies and agencies, law enforcement bodies (such as the police), courts of law, if required or authorised to do so by law. For example, in response to a subpoena or legal order; to investigate, prevent or take action regarding suspected illegal activities, fraud or potential threats; or to exercise legal rights or defend against claims such as intellectual property infringement; or
- as otherwise permitted or required by law.

We are not likely to disclose your personal or sensitive information to overseas recipients.

Do we use cookies on our Website?

Queensland Glass may also collect, use and disclose other, non-personal information on our server log files, including, for example, your IP address, browser type and your usage of our Website. We may collect this information using cookies or similar technologies.

When you visit or use the Website, your web browser may store cookies (files of data) on your computer that may be retrieved when you revisit the Website in order to store your preferences in navigating and using our Website so as to customise your experience on our Website. These cookies do not contain personal information, although they may record and send us your IP address which allows our servers to recognise you and your preferences on our Website. You may delete or prevent cookies from being saved on your computer by changing your internet browser settings and may still use and visit our Website without accepting the cookies. However, if you reject or delete the cookies, you may not be able to take full advantage of certain features on our Website.

We may also collect or use this non-personal information to help us monitor and analyse our Website usage and traffic and this non-personal information may be disclosed to third parties who assist us in conducting the analysis. This information is disclosed in aggregate and to the fullest extent possible, will be de-identified before it is disclosed to third parties. However, please be aware that you IP address may be linked to any personal information that you submit.

How do we secure your personal information?

Queensland Glass takes such steps as are reasonable in the circumstances to secure and protect the integrity of your personal information from misuse, interference and/or loss and unauthorised access, modification and/or disclosure.

For example, Queensland Glass uses firewalls and secure server software (SSL) to encrypt information that you submit before it is sent to us. However, please be aware that the transmission of data over the internet is never completely secure, and while we aim to use our best efforts to secure and protect the information, we cannot guarantee the “perfect security” of any information that is provided or transmitted to us by you or our third parties clients. Any such provision of information is at your own risk or the responsibility of the third parties who provide us with access to your personal information for the purposes of providing our services.

Third party links

Our Website may contain links to or from other third party websites. These other websites are not subject to this Privacy Policy or our privacy practices and procedures and we are not

responsible for the content or privacy practices of these third party websites. This Privacy Policy applies solely to the management of personal and sensitive information we collect and hold. We strongly encourage you to read the privacy policies of these third party websites or contact these third parties directly for further information about their privacy practices.

How can you access or correct your personal information?

Queensland Glass takes such steps as are reasonable to ensure that the personal information we collect about you is accurate, up-to-date and complete. However, we rely on the accuracy of the personal information that is provided to us by you or by third parties.

You may seek access to, or request the correction of, the personal or sensitive information that we may hold about you by submitting a request for access or correction of your personal or sensitive information by contacting us at privacy@queenslandglass.com.au and providing us with details of your request.

Once we receive your request, we will endeavour to respond to that request within a reasonable period after your request is made. There are some exceptions, specified by law, where we may refuse your requests. If one of these circumstances applies, we will provide you with a written explanation of the reasons for the refusal, unless it would be unreasonable to do so.

How can you make a complaint about a breach of your privacy?

If you have any concerns about our handling or treatment of your personal or sensitive information or if you believe that your privacy has been breached, please contact us by sending us an email at privacy@queenslandglass.com.au or using the contact details below and set out the nature of your complaint.

We will investigate your complaint and endeavour to provide you with our response within a reasonable time of receiving your complaint. If after receiving our response, you still consider that your privacy complaint has not been resolved, you may refer your complaint to the Australian Privacy Commissioner at http://www.oaic.gov.au/.

Contact Us

If you have any other questions or comments about our privacy practices or this Privacy Policy, please contact us at:

Queensland Glass Pty Limited
PO Box 253, Cannon Hill, Qld 4170
Phone: **07 3890 6099**
Fax: **07 3890 2099**
Email: **privacy@queenslandglass.com.au**
Website: **www.queenslandglass.com.au**

Greg McDonell
Group Managing Director

Date: 01/07/2019
Review Date: 01/07/2020