

# Disclaimer and Privacy Policy

## DISCLAIMER

The information on this site is intended for general reference only. All content is the property of the Hydrovac Excavations (AUST) Pty Ltd (HvE) and should not be reproduced, copied or tampered with. The HvE logo is a company trademark, as such it should not be downloaded or copied. Although we check and attempt to maintain the accuracy of information presented in this website the general nature of the information and the variability of the subject matter means that information is not complete. The passage of time, may on occasions lead to information becoming outdated. Accordingly, no warranty is given as to the completeness or accuracy of the information presented and we ask that you acknowledge this situation and accept the above conditions.

## PRIVACY

HvE is committed to protecting the privacy of individuals. The protection of personal information in the private sector is required by the Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2000 ("Act"). All employees and officers of HvE are expected to comply with the Act and HvE's policies and procedures concerning the protection of personal information. These policies and procedures apply to all our web pages at [www.hydrovac.com.au](http://www.hydrovac.com.au), ("the Site"). They explain our practices with regards to collection and processing of any personal information (i.e. information from which an individual's identity is apparent or can be reasonably ascertained) and that may be collected as a result of your use of the Site. Our policies and procedures are based on the following principles: privacy of personal information is of paramount importance to HvE; your personal information will not be shared, other than in accordance with law and our policies or procedures or without your permission where required in accordance with the Act; and we will only use your personal information for the purpose for which it was provided.

### What information do we collect?

This Site allows you to contact HvE by sending e-mails, for the purposes of: requesting information about HvE; or making other enquiries. By sending emails, you will be providing us with certain personal information, which may include your name, e-mail address and any other details you include in your e-mail. This information is collected by us for the purpose of dealing with your request. We may not be able to deal with your request without this information. We do not collect any other personal information via the Site. We do not use cookies, personal web tracking or other devices to collect your personal information.

### What do we use personal information for?

Any personal details that you provide as a result of accessing the Site or sending e-mails will be used for the purpose of dealing with your request or enquiry. This may involve disclosing your personal information service providers who assist us in operating our business. These organisations are required by HvE to comply with our privacy related policies and procedures. Your details and information about the communications you wish to receive will be held in the Business management System and used for the purpose of administering your request. The Office manager may use your e-mail details to contact you from time to time to provide you with updated information about HvE. With regard to all other enquiries, your details will only be accessible and used by personnel dealing directly with your request. We do not use or disclose any personal details that you provide to us for the purposes of direct marketing.

### Disclosing Personal Information

As noted above, we may share personal information with related companies or with contractors performing services for HvE which are required by HvE to comply with this policy. HvE will only make

such disclosures to achieve the purpose for which the information was provided. Otherwise, HvE's policy is not to disclose any personal information to any unrelated third party, except with consent or where we are required by law to do so.

### **Retention and Disposal of Information**

HvE will only keep personal information it needs for the purpose for which it was collected. HvE will dispose of such information when it has no further need to use it or it is required by law to do so.

### **Email Security**

In line with our policy on email security, any emails that you send will be automatically scanned, which could result in certain attachments and styles of message being automatically blocked and forwarded in order to authorise the content. This is done purely for IT security purposes and our administrators will not access the contents of your e-mails once this process is complete.

### **Security of Information**

You should be aware that the Internet is not a secure environment. However, HvE uses all reasonable efforts to ensure that any personal information collected is held securely.

### **Complaints and Further Information**

If you have a complaint or require further information about how HvE handles personal information or any privacy issues please contact our Operations Officer, Stephen Burley on 07 5433 1811