



Website Privacy Policy

1. Overview

The Melbourne Power Sweeping (herein referenced as MPS) Website Privacy Policy sets out our commitment to protecting the privacy of your personal information provided to us, or otherwise collected by us, through our website at www.melbournepowersweeping.com.au

MPS is committed to ensuring the privacy of the information it collects and meeting our compliance obligations as required by the Privacy Act and the Australian Privacy Principles (APP). The APP governs the way in which MPS collects, uses, discloses, stores, secures and disposes personal information.

A copy of the APP may be obtained from the website of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

2. Personal Information

The types of personal information we may collect about you can include:

- Your contact details, including name, email address, and/or telephone number;
- Your demographic information, including your mailing address and/or postcode;
- Details of the services you have enquired about, and our response to you;
- Your browser session and geo-location data, device and network information, statistics on page views and sessions, search queries and/or browsing behaviour;
- Information about your access and use of our site, including through the use of internet cookies, your communications with our site, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider;
- Additional personal information that you provide to us, directly or indirectly, through your use of our website and/or accounts you permit us to collect information; and
- Any other personal information requested by us and/or provided by you or a third party.

3. Collection and Use of Personal Information

We may collect, hold, use and disclose personal information for the following purposes:

- To enable you to access and use our website;
- For analytics, market research and business development, including to operate and improve our site, associated applications and associated social media platforms;
- For advertising and marketing, including sending promotional information about our services and information that we consider may be of interest to you; and/or
- As required by law.

4. Internet Address / Access

To monitor user traffic through our website, MPS may temporarily store your Internet Provider (IP) address, each of the page(s) you access and a date/time stamp of when you accessed them. We intend to use this data collected to generate statistics that aid us to deliver better web content services to our users. MPS will not knowingly distribute collected user information to any third party unless required by law.



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When finished with any collected data, MPS will destroy any IP address and web page access information immediately.

5. Disclosure of Personal Information to Third Parties

We may disclose personal information to:

- Third-party service providers for the purpose of enabling them to provide their services, such as IT service providers, data storage or payment systems;
- As required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; and/or
- Third parties to collect and process data, such as Google Analytics.

By providing us with personal information, you consent to the disclosure of your personal information to third parties who may reside inside/outside Australia.

Where we disclose your personal information to third parties, we will request that the third party handles your personal information in accordance with this Privacy Policy.

6. Cookies

MPS may use cookies on our site from time to time. Cookies are text files placed in your computer's browser to store your preferences and to improve service when you revisit a website.

Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow third parties, such as Google to cause advertisements to appear on your social media and online media feeds as part of retargeting campaigns. If and when you choose to provide the MPS website with personal information, this information may be linked to the data stored in the cookie.

You will be able to choose which cookies MPS obtains during the time you visit our website.

7. Email

In some parts of our website, MPS may ask you for personal information, including your email address. This address will only be used for the purposes stated and will not be disclosed to any other parties without your express permission.

MPS may contact you through your nominated email address. Unless prior consent is given, MPS will not use your email address for anything other than to satisfy the purposes for which it was disclosed.

MPS may contact you via your email nominated email address for administration, sales and marketing purposes only.

8. Rights and Controlling Personal Information

8.1 Choice and Consent

Please read this Website Privacy Policy carefully. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Policy.



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You are not required at any time to provide personal information to us, however, if you do not, it may affect your use of our website and/or the services offered on or through it.

8.2 Storage and Security

MPS will ensure that any personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable controls to safeguard and secure personal information, by protecting it from misuse, interference, loss and unauthorised access, modification and disclosure.

Except to the extent at law, MPS accepts no responsibility for the unauthorised access of personal information held by our organisation.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is in Breach of this Policy.

8.3 Information from Third Parties

If we receive personal information about you from a third party, we will protect in accordance with the requirements outlined within this Policy.

If you are a third party providing personal information about another person, we take it that you have obtained the person's consent to provide the personal information to us.

8.4 Restriction

You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us via the details referenced in Section 11 of this Policy.

8.5 Access

Where we hold information that you are entitled to access, we will provide you with suitable means of accessing it (e.g. by mailing or emailing it to you).

In accordance with the Privacy Act, access may be refused in certain circumstances where MPS is required or authorised to do so under the Freedom of Information Act 1982 (Cth), or another Commonwealth Act that provides for access to documents or information.

MPS may require the individual to verify their identity before providing access to the required information.

In circumstances where it is not appropriate to grant access or amend personal information, MPS will provide written notice of the reasons for our decision within 30 days of receipt of the request, together with information about mechanisms available to seek review where the individual does not agree with the decision.

8.6 Correction

Where you believe that the personal information MPS holds is incorrect, incomplete or inaccurate, a request can be made to have it amended. MPS will consider whether the information requires amendment, and will take reasonable steps to correct or update the individual's information where appropriate.

MPS may require the individual to verify their identity before providing access to the required information or correcting it.

8.7 Unsubscribe



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To unsubscribe from any MPS e-mail database or opt-out of communications (including MPS marketing communications), please contact us via the details referenced in Section 11 of this Policy.

8.8 Disposal of Personal Information

MPS will take practical steps to destroy or permanently de-identify personal or sensitive information that is no longer required to be held by the organisation.

We will only destroy or permanently de-identify health information in accordance with the Privacy Act, associated principles and any other relevant legislation owed by MPS, such as the OHS Act and Regulations.

9. Reporting Personal Information Data Breaches

If you become aware of a data or privacy incident, including an actual or suspected data privacy breach, you can contact us via the details referenced in Section 11 of this Policy.

A data or privacy incident means an actual or suspected data breach, including:

- The use or disclosure of personal data for a purpose that is not authorised by the individual or by law; or
- The loss, accidental or unlawful destruction, misuse, unauthorised access, alteration or unauthorised disclosure of personal data.

MPS will report any notifiable data breaches to the affected individual(s) and the OAIC.

A notifiable data breach occurs when:

- There is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that MPS holds, such as . For example:
 - A database with personal information is hacked; or
 - Personal information is mistakenly given to the wrong person.
- The breach is likely to result in serious harm to one or more individuals, such as:
 - Identity theft, which can affect an individual's finances and credit report;
 - Financial loss through fraud;
 - A likely risk of physical harm or serious psychological harm; or
 - Serious harm to an individual's reputation.

Where MPS suspects that an eligible data breach may have occurred, the incident will be immediately assessed to determine if it is likely to result in serious harm to any individual(s).

MPS acknowledge that there is no single way of responding to a data breach and as a result, each breach will be managed on a case-by-case basis. Generally, the actions taken following a data breach will occur as follows:

- Contain the data breach to prevent any further compromise of personal information;
- Assess the data breach by gathering the facts and evaluating the risks, including potential harm to affected individuals and, where possible, taking action to remediate any risk of harm;
- Notify affected individual(s) and OAIC if required; and
- Review the incident and consider what actions can be taken to prevent future breaches.

The notification to the individual(s) and OAIC will be made in writing and will include:

- MPS name and contact details;
- A description of the data breach;
- The kinds of information involved; and

- Recommendations about the steps taken in response to the data breach.

10. Complaints Pertaining to Personal Information

Should an individual have a concern about how their personal data has or has not been handled and/or affects an individual rights, they may lodge a complaint to the MPS Managing Director.

The complaint will be appropriately investigated and MPS will provide a response to the affected individual, as required, within a reasonable period of time.

If an individual is not satisfied with MPS's response to a complaint, they may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

11. Contact Us

For any concerns, queries or complaints regarding the treatment or possible breach of an individual's privacy, please contact us via email at info@melbournepowersweeping.com.au or use the Contact Us link on our website at <https://www.melbournepowersweeping.com.au/contactus>.

Requests and complaints will be treated confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Endorsed by:

Darrell Ancrum
Managing Director
September 2022