

REGROUP

RE:SOURCE | RE:HAUL | RE:NEW

PRIVACY POLICY

At REGROUP, we recognise the importance of protecting the privacy of the personal information we collect from our customers and prospective customers. We are committed to the Australian Privacy Principles under the *Privacy Act 1988* (as amended from time to time). A copy of the Australian Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

This policy discloses what information we collect and how we use, disclose and store your personal information, as well as how you can contact us and get access to your personal information. Our privacy policy applies to all your dealings with us whether the dealing is through your personal visits to our facilities, by telephone, mail, or our internet website.

What personal information do we collect, and how do we get it?

Personal information is information or opinion that identifies an individual.

We collect your personal information from our hire agreements, our credit forms, or what you tell us or show us when you telephone us, visit us, or browse on our website. We also collect personal information from credit reporting agencies and from searches we conduct, including the PPS Register.

Business uses

When you are making enquiries about our products and services, we will usually ask you for your name, your contact details including your phone number, address, and e-mail address. These are some examples of the types of personal information we collect and hold, and this helps us to contact you to answer your enquiries and provide our products and services.

Using our websites

When you use our website, REGROUP collects certain basic information that is sent by your browser to our websites.

This includes information such as your IP address, browser type, operating system, language, time zone setting, access times and any referring website addresses ("cookies").

A "cookie" is a packet of information that allows the hosting computer to identify and interact with you. The cookies generally do not identify any personal information but may provide us with statistical information that we can use to analyse our services and create promotional or direct marketing material. If your computer does not allow the placement of cookies, your navigation on our website may be restricted.

Job applications

REGROUP may collect a range of information in a business context, such as your name, gender, job title, photographic identification, email address, home address and other contact details, details of your business and other interests, experience and/or academic and professional qualifications, third party references, communications with you (including notes from meetings), financial and payment information, and information collected from questionnaires or interviews.

How do we use your personal information?

When you hire any equipment from us, we will request that you supply us with some or all of the following:

- Your name, street address, e-mail address, telephone, mobile and facsimile numbers, your company or business name to identify you, and for us to contact you.
- Details to confirm that you have the legal right and required competence to operate our equipment. This will require details of relevant licenses or operator competency certificates.
- Your credit card details for the purpose of paying for your hires and purchases from us.

If you apply for a credit account with us, we may ask for the above information, as well as the following to facilitate your credit account arrangement with us.

- Your bank account details.
- Trade references to allow us to assess your background.
- If you are a company, name and address details of all directors of the company.

Sensitive information

We do not seek to collect any sensitive information such as ethnic origins, political opinions etc.

However, in the event REGROUP obtains your sensitive information, it will only be used:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose;
- with your consent; or
- where required or authorised by law.

Employees and prospective employees

Usually, personal information about an employee or prospective employee will be provided directly by that individual. For example, when an employee commences employment, they will have provided their personal information as part of their job application, resume, interview and induction.

However, sometimes personal information will be received or collected in respect of a Worker from a third party. For example, we may collect personal information about an employee or prospective employee from a recruitment agency, referee, background check agency or health professional, or from a manager or colleague.

We collect and use personal information in order to conduct our business or related matters and to make employment decisions regarding the employee or prospective employee.

These uses include but are not limited to:

- recruitment, payroll, performance reviews, providing internal services or benefits, training and any disciplinary action (including termination of employment)
- to verify identity and confirm working entitlements
- to verify employment history and seek references from prior employers
- for any insurance matter
- to deal with any workplace claims, complaints, inquiries or investigations
- to ensure an employee or prospective employee is fit for work

- to ensure the health and safety of other employees
- to engage service providers, contractors or suppliers relating to the operation of our business
- to develop expertise and know-how, for benchmarking purposes, analytics, quality assurance and thought leadership, and other purposes related to our business
- in order to comply with any law, order or request

We may disclose personal information to a person or entity in order to facilitate the uses of personal information set out above.

For example, we may disclose personal information to:

third party service providers

- a superannuation fund
- the Australian Taxation Office
- a person in order to comply with any law, order or request
- a potential future employer

We may also disclose personal information to our related entities and related bodies corporate for reasonable business purposes.

Why do we need your personal information?

All information sought is required for our business purposes, which includes:

- Responding to your enquiries or requests to provide you with the equipment you wish to hire
- Informing you about our other products and services that may be beneficial to you and identifying other items of interest (including by way of direct marketing, unless you advise us not to)
- Evaluating the needs of our customers and developing new products
- Managing internal accounting and administration, including to protect you and REGROUP from fraud
- Setting up your account with REGROUP and facilitating administration of your account

- Employee and human resource management

Opting Out

You may opt out of receiving promotional materials from us, by emailing to info@regroup.com.au

Disclosure of your information to parties outside Regroup

As a general principle, REGROUP will not provide your personal information to any overseas entities or third parties.

In some rare circumstances, REGROUP may provide your personal information to third parties (including those overseas) where:

- the third party is a related entity of REGROUP;
- third parties appointed by REGROUP, including its professional advisors, accountants, insurers, lawyers, auditors, contractors, website and data hosting providers, technology service providers, advertising partners and persons who perform services to us (in which case REGROUP uses reasonable steps to ensure such third parties keep your personal information confidential and do not use or disclose your personal information for any purpose other than the purpose of providing those services to REGROUP);
- if REGROUP or its assets are or may be acquired by a third party, your personal information may be provided to that third party and their advisors;
- you have consented to the use or disclosure to the third party;
- the third party is located outside of Australia or holds your data on servers located outside of Australia
- where required or authorised by law

Protecting your personal information.

We store information in different ways, including hard copies and electronically.

We take all reasonable steps to ensure that your personal information is stored in a manner that is

reasonably protected from loss, misuse and unauthorised access, modification or disclosure. We also have electronic security systems in place to protect your personal information transmitted through our website.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information.

Gaining access to your personal information

You have a right to access the personal information we store about you. If you wish to access your information, please write to us at: info@akevans.com.au.

Subject to verification of your identity, we will provide you with access to any information we are holding about you as soon as practicable. We may charge you the reasonable costs of processing your request.

Keeping your personal information accurate and up to date is important so we can continue to provide quality products and services to you.

If you find that the information we hold about you is inaccurate, incomplete, or out of date, please let us know, and we will take reasonable steps to correct it.

Dealing with us

You can refuse to provide us with your personal information if you are making general inquiries about our products and services. However, we may not be able to answer your requests in some cases, or conduct business with you, if you refuse to disclose the personal information that we require.

Our website may contain links to third party websites. Before disclosing your personal information on any other websites, we advise you to examine the privacy statements of those websites. REGROUP takes no responsibility for the privacy practices or content of any third party websites.

Contacting us

To obtain more information about our privacy policy and how we manage your personal information, please call (08) 9172- 2451 to speak to our Customer Service Representative, or you may write to us at PO BOX 2027, South Hedland, WA, 6722 or email info@regroup.com.au.

If you have any complaint about the effect of our privacy policy on you, you may write directly for the personal attention of our Managing Director, at the same address.

Your complaint will then be considered and a reply will be made to you with an appropriate response confirming any further action to be taken within a timely and efficient manner.

We ask that you cooperate with us during this process and provide us with the relevant information we may require to address your complaint.

If you are not satisfied with the outcome of your complaint following our internal process, you may refer your complaint to the Office of the Australian Information Commissioner (they can be contacted by email at enquiries@oaic.gov.au). See the [OIAAC Complaints Page](#) for more information.