

PRIVACY POLICY

In this Privacy Policy, 'us,' 'we,' or 'our' refers to Brandis Hire Pty Ltd ABN 43 612 478 672 and our related bodies corporate. We are committed to respecting your privacy and complying with the Australian Privacy Principles (APP). This Privacy Policy outlines how we collect, use, store, and disclose your personal information. By providing your personal information to us, you consent to our collection, use, and disclosure of your personal information in accordance with this Privacy Policy and any other applicable arrangements. We may update our Privacy Policy from time to time, and the most recent version will be available on our website. We encourage you to review this Privacy Policy periodically to stay informed.

Personal information includes any information or opinion about an individual that reasonably identifies the person. It may include details such as your name, age, gender, postcode, and contact information. Financial information, including credit card details, may also be considered personal information.

What personal information do we collect?

We may collect the following types of personal information:

- Name
- Mailing or street address
- Email address
- Telephone number and other contact details
- Age or date of birth
- Credit card information
- Device ID, device type, geo-location information, computer and connection details, page views statistics, website traffic data, ad data, IP address, and standard web log information
- Details of products and services you have requested or inquired about, including any additional information necessary for delivery and response to your inquiries
- Any other personal information you provide to us directly or indirectly through our website, app, online presence, customer surveys, or other websites/accounts we collect information from
- Additional information required to facilitate your interactions with us

We may collect personal information directly from you or from third parties. We collect information when you:

- Register on our website or application
- Communicate with us through correspondence, chats, email, or share information from other social applications, services, or websites
- Interact with our sites, services, content, and advertising
- Invest in our business or inquire about a potential purchase
- Apply for a job or position, in which case we may collect relevant information from recruitment consultants, previous employers, and other sources to assess your suitability for employment. Please note that this Privacy Policy does not apply to employee records exempted under the Privacy Act.

Why do we collect, use, and disclose personal information?

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

- Enable you to access and use our website, services, and applications
- Operate, protect, improve, and optimize our website, services, applications, business, and user experience, including analytics, research, advertising, and marketing
- Send you service, support, and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you
- Send you marketing and promotional messages and other information that may be of interest, including from our business partners
- Administer rewards, surveys, contests, or other promotional activities or events





- Comply with legal obligations, resolve disputes, and enforce agreements with third parties
- Consider your employment application, if applicable

We may also disclose your personal information to trusted third parties who may combine it with other information to develop anonymized consumer insights, personalize experiences, and enhance products and services.

Why do we require 100 points of Identification Documents when transacting with us?

In certain circumstances, we may need to obtain identification documents from you, such as a copy of your driver's license, passport, Medicare card or other required identification forms, as well as photo verification that you are the identification holder. Obtaining this information is for the purpose of verifying your identity, combating financial transaction fraud and theft of equipment. These documents are collected solely for identity verification and are securely stored. We retain identification documents for a maximum period of 7 days from the Hire End Date, after which they are securely and permanently deleted from our systems. The security and privacy of your personal information, including identification documents, are of utmost importance to us, and we employ appropriate measures to protect them from unauthorized access, loss, misuse, or disclosure.

Are Brandis Hire employees trained in how to handle my personal information?

Our employees at Brandis Hire undergo training on the handling of personal information, ensuring compliance with the Australian Privacy Principles. They are equipped with the necessary knowledge and understanding of privacy obligations and are committed to upholding the highest standards of confidentiality and data protection. This training ensures that our employees handle personal information responsibly and securely, maintaining the privacy and confidentiality of your information throughout its lifecycle. We regularly review our training programs to stay up-to-date with the latest privacy practices and regulations to provide you with the highest level of privacy protection.

Do we use your personal information for direct marketing?

We and/or our carefully selected business partners may send you direct marketing communications and information about our services. This may include emails, SMS, mail, or other forms of communication, in accordance with the Spam Act and the Privacy Act. You can opt-out of receiving marketing materials by contacting us or using the provided opt-out facilities.

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this Privacy Policy to:

- Our employees and related bodies corporate
- Third-party suppliers and service providers for website operation, business functions, product/service provision
- Professional advisers, dealers, and agents
- Payment systems operators, such as merchants receiving card payments
- Existing or potential agents, business partners, or sponsors
- Parties involved in asset/business transfers
- Third parties authorized by you to receive information
- Government agencies, regulatory bodies, and law enforcement agencies, as required, authorized, or permitted by law

Disclosure of personal information outside Australia

We may disclose personal information to third-party suppliers, cloud providers, and payment processors located outside Australia, including, but not limited to, the USA and Singapore. By providing your personal information, you consent to such disclosure and acknowledge that overseas recipients may not be subject





to Australian Privacy Law. However, we will take reasonable steps to ensure compliance with the Australian Privacy Principles.

Using our website and cookies

When you use and access our website, we may collect personal information about you. While we do not use browsing information to identify you personally, we may record information such as page visits, visit time and date, and IP address.

We may employ 'cookies' or similar tracking technologies on our website to track usage and preferences. Cookies are small files that store information on your device, enabling recognition across different websites, services, devices, and browsing sessions. You can disable cookies through your browser, but it may affect website functionality. Personal information collected through cookies will be handled in accordance with this Privacy Policy.

Security

We employ physical, administrative, personnel, and technical measures to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. The privacy policies of linked websites may differ, so we recommend reviewing them before use.

Accessing or correcting your personal information

You can request access to the personal information we hold about you by contacting us. In some cases, we may be unable to provide full access and will explain the reasons. We may need to verify your identity before granting access. If you believe your personal information is inaccurate, please contact us, and we will take reasonable steps to correct it.

Making a complaint

If you believe we have breached the Privacy Act or mishandled your personal information, please contact us. Provide your name, email address, telephone number, and describe your complaint. We will acknowledge your complaint and respond within a reasonable time. If your complaint remains unresolved, we will provide information about further steps you can take.

Contact Us

For further information, to access/correct your personal information, or make a complaint, please contact us:

Attention: Privacy Officer
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