



Privacy Policy

of

Autolift Op Co Pty Ltd
(ABN 89 692 006 661)

Privacy Policy

Autolift Op Co Pty Ltd (ABN 89 692 006 661) ("**we**", "**us**" or the "**Company**") is committed to privacy protection. We manufacture, supply, install, service and repair garage doors, gates, roller shutters and related equipment for residential customers, for owners corporations and strata schemes, and for builders and other trade customers. We understand the importance of keeping personal information private and secure. This privacy policy ("**Privacy Policy**") describes how we manage personal information, whether we collect it at your premises, over the telephone, by email, through our quotation and account processes, or through our website at <https://autolift.com.au/>

A current version of this Privacy Policy is available on this site at all times. We will also give you a copy free of charge, in hard copy or in another form you reasonably ask for, if you contact our Privacy Officer using the details set out in the "Contacting us about privacy" section below.

The Australian Privacy Principles

We will treat all personal information in accordance with any and all obligations that are binding upon us under the *Privacy Act 1988* (Cth) ("**Privacy Act**"). The Privacy Act lays down 13 key principles in relation to the collection and treatment of personal information, which are called the "Australian Privacy Principles".

What is "personal information"?

The types of Personal information that we may collect about you include:

- name, and the name of any person you authorise to deal with us on your behalf;
- residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- the address of the premises at which the goods are to be delivered or installed, or at which the equipment we service is located (the Premises) and the name and contact details of the person who will provide access to the Premises, and the access information we need to reach the equipment, such as gate or keypad codes, keys and remote controls;
- where you deal with us as a builder, owners corporation, strata managing agent, building manager or other business customer, your ABN, your trading name and the names, positions and contact details of your officers, employees and representatives;
- your payment, billing and account details, and the information you give us in an application for an account;
- the quotation, installation, service, call-out and warranty history for your equipment;
- records of our communications with you, including emails, text messages and notes of telephone calls;
- records of when our personnel attended the Premises and who gave them access;
- your computer and connection information when you use this site; and
- any information that you otherwise share with us.

How we may collect your personal information

We collect personal information for a range of purposes to enable us to conduct our business and provide our services to you, which includes quoting for, manufacturing, supplying, installing, servicing and repairing garage doors, gates, roller shutters and related equipment, attending call-outs, administering customer accounts and recovering amounts owing to us.

Information that you provide to us

We may collect personal information that you provide to us about yourself when you:

- use this site, including (without limitation) when you:
 - request a quotation or make an enquiry through an online form; or
 - complete an online contact form to contact us;
- provide information to us by telephone, at your premises, or in a form we ask you to complete;
- ask us for a quotation, place an order, or enter into a service agreement with us or accept and agree to be bound by our Terms and Conditions;
- give us access to the Premises, or give us information about the Premises and the equipment at them;
- apply for an account with us; or
- send us an email or other communication.

Information we collect from other people

We often collect personal information about you from someone other than you. A strata managing agent, owners corporation, building manager, landlord or builder may give us your name, your contact details and details of your lot, tenancy or premises so that we can arrange access and carry out work at the Premises. Where we collect your personal information from someone else, we take reasonable steps to make you aware of the matters set out in this Privacy Policy, unless it is impracticable or unreasonable to do so.

If you give us personal information about another person, including an owner, tenant, occupier, employee or site contact, you must have that person's authority to do so, and you must tell them that we have their information, what we will use it for, and how they can contact us.

Cookies

This site uses "cookies" to help personalise your online experience. A cookie is a text file or a packet of information that is placed on your hard disk by a web page server to identify and interact more effectively with your computer.

There are two types of cookies that may be used at this site: a persistent cookie and a session cookie. A persistent cookie is entered by your web browser into the "Cookies" folder on your computer and remains in that folder after you close your browser and may be used by your browser on subsequent visits to this site.

A session cookie is held temporarily in your computer's memory and disappears after you close your browser or shut down your computer. Cookies cannot be used to run programs. Cookies are uniquely assigned to you and can only be read by a web server in the domain

that issued the cookie to you. In some cases, cookies may collect and store personal information about you. The Company extends the same privacy protection to your personal information, whether gathered via cookies or from other sources.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your internet browser's instructions to learn more about these functions. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of this site.

Why we use cookies

This site uses cookies in order to:

- remember your preferences for using this site;
- show relevant notifications to you (eg, notifications that are relevant only to users who have, or have not, subscribed to newsletters or email or other subscription services); and
- remember details of data that you choose to submit to us (eg, through online contact forms).

Some of these cookies are cleared when you close your browser. Others remain, so that your preferences are remembered on your next visit.

Third party cookies

In some cases, third parties may place cookies through this site. For example:

- Google Analytics, one of the most widespread and trusted website analytics solutions, may use cookies to collect de-identified data about how long users spend on this site and the pages that they visit;
- third party social media applications (eg, Facebook, LinkedIn, Pinterest, YouTube, Instagram, etc) may use cookies in order to facilitate various social media buttons and/or plugins in this site; and
- advertising and measurement technologies, including the Meta pixel and Google Ads conversion tracking, may use cookies and similar identifiers to measure how our advertising performs and to show our advertisements to you on other websites and platforms.

Sensitive information

We do not generally collect sensitive information, which includes information about your health, racial or ethnic origin, political opinions, religious beliefs, membership of a trade union or professional body, or criminal record. If you tell us about a health or mobility need so that we can specify suitable equipment or arrange safe access, we collect that information only with your consent and use it only for that purpose, unless we are required or authorised by law to use it otherwise.

Government related identifiers

We do not adopt a government related identifier, such as a tax file number, Medicare number, driver licence number or an Australian Business Number issued to an individual, as

our own identifier for you, and we do not use or disclose one except where the Privacy Act permits us to do so.

Where we need to confirm who you are before we act on a request about your personal information, we may ask to see identification, but we record only that we have sighted it. We do not take or keep copies of driver licences or other identity documents.

Personal information we did not ask for

Sometimes we receive personal information that we did not ask for and do not need, for example in documents that a strata managing agent or a builder sends to us. If we could not have collected that information ourselves under this Privacy Policy, and it is not contained in a Commonwealth record, we remove or de-identify it as soon as practicable, provided it is lawful and reasonable for us to do so.

Dealing with us anonymously

You may make a general enquiry of us anonymously or using a pseudonym. We cannot quote for, supply, install or service equipment anonymously, because we need your name and contact details and the address of the Premises in order to carry out the work, to invoice you and to honour any warranty.

How we may use your personal information

We may use your personal information to:

- verify your identity;
- respond to any enquiries, requests, complaints or feedback;
- provide, manage and administer our products and services;
- prepare and issue quotes, proposals, service agreements, invoices and other transaction documents;
- process orders, payments, deposits and account applications;
- conduct fraud prevention and risk management checks;
- schedule, perform and manage installations, maintenance services, repairs, inspections and site visits;
- communicate with you regarding your equipment, service requests, bookings, warranties, safety notices, recalls or ongoing support requirements;
- maintain records relating to equipment, service histories, maintenance schedules and customer accounts;
- verify your authority to request or receive information relating to a customer account, site or property;
- comply with our legal, regulatory and contractual obligations;
- prevent, detect and investigate fraud, security incidents or other unlawful activity;
- conduct research and development in relation to our products and services;

- understand your needs and preferences and improve our products, services and customer experience;
- send service-related communications;
- maintain, test, secure and improve our business systems, websites and infrastructure; and
- otherwise operate, protect and develop our business.

Direct marketing

We may use your contact details to send you information about our own products and services, including service reminders, maintenance offers, price changes and news about our business, only where you have provided your consent to do so. We

Every marketing message we send you by email or SMS will identify us and will contain a simple way to opt out. You can also tell us at any time that you no longer wish to receive marketing from us, by contacting our Privacy Officer using the details set out below, and we will action your request. Opting out will not stop us contacting you about work we are carrying out, a warranty matter, a safety issue or your account.

We do not use or disclose sensitive information for direct marketing. We do not sell your personal information, and we do not disclose it to any other organisation so that it can market its own products or services to you.

Automated decisions and artificial intelligence

We do not use a computer program to make, or to do anything that is substantially and directly related to making, a decision about you that could reasonably be expected to significantly affect your rights or interests. Decisions about quoting, pricing, credit and scheduling are made by our people.

If that changes, we will update this Privacy Policy before the change takes effect to set out the kinds of personal information used in the operation of those programs, the kinds of decisions made solely by them, and the kinds of decisions for which a program does something substantially and directly related to the decision.

When we may disclose your personal information

For the purposes set out above, the Company may disclose your personal information to organisations outside the Company. The Company takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information. These organisations may carry out or provide:

- customer enquiries;
- mailing systems;
- billing and debt-recovery functions;
- information technology services;
- website usage analysis;
- payment processing; and

- the software we use to run our business, including our customer relationship management, quoting, job management, accounting and document signing systems.

In addition, we may disclose your personal information to:

- your authorised representatives or legal advisers (when requested by you to do so);
- the strata managing agent, owners corporation, building manager, landlord or builder who engaged us or who is responsible for the Premises, so that we can arrange access and report on the work performed;
- our subcontractors and installers, so that they can carry out work at the Premises;
- the manufacturers and suppliers of the equipment, in connection with the supply of parts and with warranty claims;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers, insurance brokers and loss adjusters, in connection with an insurance claim;
- any related body corporate of ours, for the purposes set out in this Privacy Policy;
- debt collection agencies, where an amount owing to us remains unpaid;
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- the police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

Disclosure of your personal information overseas

Some of the service providers we use to administer our customer records, our quoting and engagement processes, our accounts, our email and our website store, process or have access to personal information outside Australia. The countries in which those recipients are likely to be located are the Philippines, the United States and the European Union. Before we disclose personal information to an overseas recipient, we take reasonable steps to ensure that the recipient handles it in a way that is consistent with the Australian Privacy Principles. If you do not want us to disclose your personal information overseas, please contact our Privacy Officer, although this may affect our ability to supply our goods and services to you.

Where an overseas recipient is not subject to a law or binding scheme that has the effect of protecting personal information in a way that, overall, is at least substantially similar to the Australian Privacy Principles, we require that recipient by contract to handle your personal information consistently with those Principles.

Credit information

Where we supply goods or services to you on account, we may obtain a credit report about you, disclose information about your credit arrangements with us to a credit reporting body, and disclose information about a payment default. We handle credit information and credit

eligibility information in accordance with Part IIIA of the Privacy Act and the Privacy (Credit Reporting) Code. Our credit reporting policy is available on request.

Contacting us about privacy

If you would like more information about the way we manage personal information that we hold about you, or are concerned that we may have breached your privacy, please contact us by email to info@autolift.com.au, by telephone on (02) 9534 0444, or by post to:

Attn:

The Privacy Officer

Autolift Op Co Pty Ltd

12 Larkin St, Riverwood NSW 2210.

The Privacy Officer, Autolift Op Co Pty Ltd, 12 Larkin St, Riverwood NSW 2210.

Access to your personal information

In most cases, you may have access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the Australian Privacy Principles. All requests for access to your personal information must be directed to the Privacy Officer by email using the email address provided above or by writing to us at our postal address. We will deal with all requests for access to personal information as quickly as possible. We will respond to your request within 30 days. We do not charge you for making a request. If giving you access involves a cost to us, for example retrieving archived records, we may charge a reasonable amount for giving access, and we will tell you what that amount is before we incur it.

In some cases, we may refuse to give you access to personal information that we hold about you. This may include circumstances where giving you access would:

- be unlawful, for example where the record is subject to legal professional privilege;
- have an unreasonable impact on another person's privacy; or
- prejudice an investigation of unlawful activity.

We may also refuse access where the personal information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings.

If we refuse to give you access, we will provide you with reasons for our refusal.

We will also consider whether giving you access in another way, such as through a summary of the information or by allowing you to inspect it, would meet your needs, and we will tell you how you may complain about our refusal.

Correcting your personal information

We will amend any personal information about you that is held by us and that is inaccurate, incomplete or out of date if you request us to do so. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information that is held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

We will respond to a request for correction within 30 days. If we have already disclosed the information to another organisation and you ask us to tell them about the correction, we will take reasonable steps to do so, unless it is impracticable or unlawful. If we refuse to correct your personal information, we will give you written reasons and tell you how you may complain about our refusal.

Storage and security of your personal information

We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification and disclosure. Personal information may be held electronically, in our job management and accounting systems, in our Microsoft 365 email and file storage systems and with our website hosting provider, and in hard copy in job files at our premises.

No method of transmitting or storing information is completely secure. If you send information to us over the internet or by email, you do so at your own risk.

How long we keep your personal information

We keep personal information for as long as we need it for the purposes described in this Privacy Policy, and for as long as the law requires us to keep it. We keep customer and job records, including quotations, invoices, service reports and warranty records, for at least 7 years. When we no longer need personal information and we are not required to keep it, we take reasonable steps to destroy it or to de-identify it.

We destroy hard copy records by secure shredding, and we delete electronic records from our live systems and, so far as we reasonably can, from our backups.

Third party websites

You may click-through to third party websites from this site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this site only and the Company assumes no responsibility for the content of any third party websites.

Complaints

We take privacy complaints seriously. To make a complaint, please contact our Privacy Officer using the details set out above and tell us what has happened. We will acknowledge your complaint within 5 business days and respond to it within 30 days. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au. The OAIC has powers to investigate and enforce compliance under the *Privacy Act* 1988 (Cth).

Changes to this Privacy Policy

From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on this site.

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If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Federal Privacy Commissioner's website (see www.oaic.gov.au).

This Privacy Policy was 7 October 2026 replaces the privacy policy dated 28 July 2017.