

Our Commitment

Active Environmental Solutions (also known as AES), ABN 14 080 228 708 at 2 Merchant Avenue, Thomastown, Vic 3074 Australia is committed to providing quality services to you and this policy outlines our ongoing obligations and commitment to the safe handling, management and security of your personal information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

About this Policy

This Privacy Policy is intended to explain how AES collects, uses, manages and protects your information and data. By using our website, engaging with us (including via social media or other channels), or otherwise acquiring any product or service from us, you agree to and accept the contents of this Privacy Policy.

What is Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect may include and is not limited to one or more of the following: your name, occupation or title, company name including ABN (Australian Business Number), address, email, phone, mobile and facsimile numbers, professional qualifications, memberships, credit card details, banking details and data relating to goods being provided and/or serviced.

Why do we Collect It?

We collect your Personal Information for the primary purpose of providing our products and/or services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or selecting the unsubscribe button on marketing emails. When we collect Personal Information we will, where appropriate and possible, explain to you why we are collecting the information and how we plan to use it.

How Information is Collected

Personal Information may be collected from various sources such as communication in person, via telephone, email, enquiries, surveys, forms, contracts, via our suppliers and/or manufacturers, research, industry directories or via our website at www.aesolutions.com.au and www.hydratrend.com Information about you obtained directly from you or from other sources will be kept confidential. This extends to the source being kept confidential unless otherwise agreed to by the source.

Sharing your Information

For the purpose of providing you with our services, at times our authorized staff will be required to disclose your personal information or service and calibration data to our suppliers and manufacturers, our staff, contractors or service providers and IT systems administrators, to the extent reasonably necessary to fulfill our obligations to you. Sharing your information when required enables us to obtain and provide you with product information, service, support, feedback, coordinate the provision of credit, processing of warranties and coordinating the installation of goods.

In some circumstances we will use or disclose personal information to react to unlawful activity, breaching of terms regarding credit or otherwise, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. 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. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years. Security risks do change at times however we will remain vigilant in our efforts to protect your personal information. At times links may be

provided by AES for you to access external websites. Such sites should be contacted directly to view their privacy policies. AES disclaims any liability for other websites.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

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

Marketing

At times AES may send you marketing communications via email, regular mail, social media or promotional channels about products and services we feel may be of interest to you. You may opt out of receiving marketing communications at any time by following the opt-out instructions provided in the communication received, or by contacting us directly. You will continue to receive transactional emails such as order confirmations and invoices.

Our Website

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the USA. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage. By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google. To improve your experience on our site, we may use 'cookies'. A cookie is a small text file that our site may place on your computer or mobile device and collects information about your browsing behavior and preferences over time. Cookies do not access information stored on your computer or any personal information. You may reject or block cookies by selecting the appropriate settings on your browser. Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their Privacy Policy.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we continue to provide you with quality services.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

All complaints received by AES will be dealt with fairly and in a timely manner considering all circumstances of the complaint. An investigation will follow, and in most cases, we expect that complaints will be investigated, and a response provided within 30 days of receipt of the complaint. If we foresee the matter to be more complex and our investigation may take longer, we will contact you. Should you wish to lodge a complaint or you would like further information on how we manage your personal information, you may contact AES in writing via the details below or via our website.

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