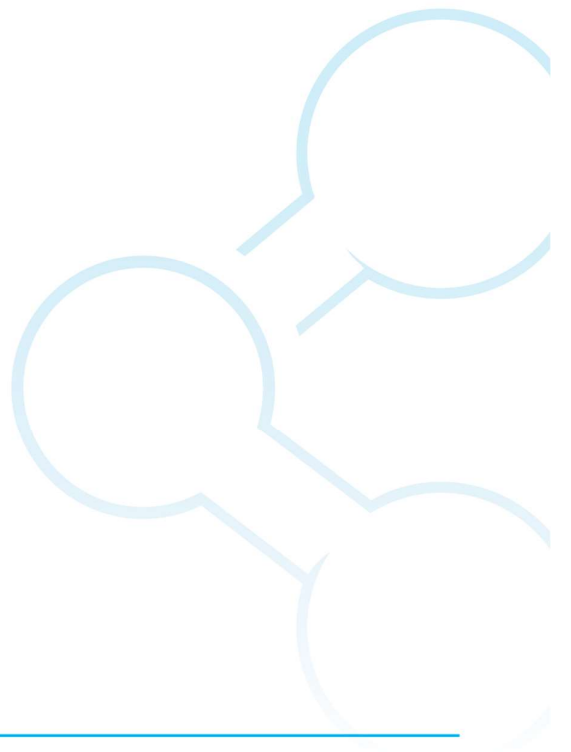


Aquacell Privacy Policy





Effective date: 10th November 2025
Version: 1.0
Contact details: Aquacell Pty Ltd,
602/6A Glen Street.
Milsons Point, 2061

This Privacy Policy describes how we (Aquacell) collect, hold, use, disclose and manage personal information, and your rights in relation to that information. We are committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) (“Privacy Act”) and the Australian Privacy Principles (APPs).

1. What personal information we collect

We may collect the following kinds of personal information from our customers, potential customers, and contacts:

- Name, address, email address, telephone number
- Business or company name (where relevant) and business address
- Service address (where you engage us to perform services)
- Information provided via our website contact form (for example your name, email, phone, message)
- Invoicing and billing information (billing address, contact details)
- Any other information you choose to provide when you call, email or otherwise engage us.

2. How we collect personal information

We collect personal information:

- Directly from you when you enquire about or engage our services (by phone, email, website form, face-to-face)
- From third parties if you have authorised us to collect it (for example a contact you nominate)
- We may collect technical data automatically via our website (such as IP address, browser type) in aggregated form if you visit our website.



3. Why we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for purposes including:

- Providing our services (quoting, scheduling, performing maintenance/servicing, invoicing, billing)
- Communicating with you (responding to enquiries, sending updates or information about our services)
- Record-keeping and internal operations (service history, customer relationship management)
- Complying with legal or regulatory obligations
- With your express consent, for marketing of our own services (you may opt-out at any time).

We will only use or disclose your personal information for the primary purpose for which it was collected (or a secondary purpose reasonably related to that primary purpose), unless you consent or the disclosure is required or authorised by law.

4. Disclosure of personal information

We do **not** sell or rent your personal information to third parties.

We may disclose personal information to service providers or contractors who help us provide our services (for example IT support, billing software) – they are bound by confidentiality and must handle your information securely.

We may disclose personal information if required by law (for example in response to a court order, or audit) or with your consent.

If we intend to transfer personal information outside Australia, we will ensure appropriate safeguards and inform you accordingly.

5. Data quality and security

We take reasonable steps to ensure that the personal information we hold is accurate, complete and up-to-date.

We store your personal information in both electronic and/or physical form. To protect it we use the following security measures (among others):

- Secure servers and firewalls
- Passworded access and limited staff access
- Physical security for any paper records



- Regular backups and encrypted storage where practicable
- Secure disposal or anonymisation of personal information no longer needed.

6. Access and correction

You have the right to request access to the personal information we hold about you and to ask us to correct or update it if you believe it to be inaccurate, incomplete or out-of-date. To make such a request, please contact us at info@aquacell.com.au.

We will respond to your request within a reasonable timeframe (typically up to 30 days). We may require you to verify your identity before granting access.

In certain limited circumstances we may refuse access (for example if providing access would unreasonably impact the privacy of others or compromise our business operations) – in such case we will provide reasons for refusal and how you may complain.

7. Retention and disposal

We keep your personal information only as long as necessary for the purposes for which it was collected, or as required by law (for example for tax, accounting or warranty obligations). Once information is no longer needed, we take steps to securely destroy or anonymise it.

8. Website usage, cookies and online data

When you visit our website, we may collect technical information (such as IP address, browser type, operating system, pages visited, time/date of access) in aggregate form. This information does not usually identify you personally and helps us improve our site.

Our website may use “cookies” – you may disable cookies via your browser settings, but this may affect site functionality.

When you use our contact-form you will voluntarily provide personal details (such as name, email, message) which we will subsequently store for follow-up.

9. Direct marketing

If you have given us your consent, we may send you information about our services, offers or updates. You may unsubscribe or opt-out of such communications at any time by contacting us or using any “unsubscribe” link. We will not disclose your personal information to other businesses for the purpose of their direct marketing.

10. Changes to this privacy policy

We may update this Privacy Policy from time to time (for example to reflect changes in our



business practices or legal obligations). The revised version will be posted on our website with an updated “Effective date”. We encourage you to review this Policy periodically.

11. Complaints and contact details

If you believe we have not handled your personal information in accordance with this Policy or you wish to make a complaint, please contact us at:

Aquacell Pty Ltd,
602/6A Glen Street.
Milsons Point, 2061

or

info@aquacell.com.au

We will investigate your complaint and endeavour to respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via <https://www.oaic.gov.au> or phone 1300 363 992.

12. Miscellaneous

If any provision of this Policy is found to be invalid or unenforceable, the remaining provisions will continue in effect.