

# PRIVACY POLICY

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1. Introduction

RJ & WA Hull Contracting Pty Ltd (ACN 078 978 631) trading as Raywell Contracting of 63 Munday Avenue, Pinjarra is committed to privacy of information about individuals that we hold. We are bound by the Australian Privacy Principles (“APP”) under the Privacy Act 1988 (Cth) and other laws which protect privacy. This Privacy Policy sets out how we generally manage your personal information.

By providing any personal information to us, continuing to use our services or using our website, you consent to the collection, use and disclosure of that information in the manner set out in this Policy.

2. What information we collect

We collect the personal information needed to provide our services, for our business operations, for account management and administration purposes and to assist us with complying with our legal and regulatory obligations. We do not collect personal information unless it is reasonably necessary for these purposes. The

A decorative graphic in the bottom left corner of the page, consisting of white, stylized, overlapping geometric shapes on a grey background.

## Enquiries

63 Munday Ave, Pinjarra WA 6208  
Phone: (08) 9531 1800  
Fax: (08) 9531 2539  
Email: [enquiries@raywell.com.au](mailto:enquiries@raywell.com.au)

[www.raywell.com.au](http://www.raywell.com.au)

type of personal information we collect and hold will depend upon the services requested from us. However, it will include:

- Information you give us when you enquire about a product or service, complete an online form or request a service from us including your name, address and contact details;
- Information in communications between us and you;
- Credit information you give us when you apply for credit from us including information that identifies you such as your name, address, contact details and any other information you provide directly to us including your driver's licence number;
- Information in an application for employment or anything of a similar nature that you submit to us online;
- Information we collect when you use our website (refer to the 'Using our website' section below);
- Information we collect to provide customer support;
- Information we collect to provide products and services to you (including hire of vehicles, machinery, equipment and accessories and vehicle repairs or servicing)

If appropriate, we will tell you why we are collecting personal information and how we plan to use it, or these things will be clear when we collect the information.

### 3. From whom do we collect information

Generally we will collect personal information directly from you. However, sometimes we may collect or receive personal information from your advisors or agents (for example your accountants), publicly available records, information brokers or third parties such as those identified in the 'How we use and disclose personal information' section below.

If we obtain personal and other information from third parties to whom we are referred by you, we will assume that you have made that third party aware that you have referred us to them and of the purposes involved in the collection, use and disclosure of the relevant personal or other information.

Under the APPs, in certain circumstances you have the right not to identify yourself or to use a pseudonym when providing information to us. However, generally this right will not apply as it will be impractical for us to deal with you if you do not identify yourself and/or we may be legally obliged to deal with individuals who have identified themselves.

### 4. How we use your information

If you are our customer or you are employed by, contracted to or an agent of one of our customers, any personal information which we collect about you will be used and disclosed by us so that we can:

- provide you or our customer with the services that have been requested;
- comply with our legal and regulatory obligations;

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- exercise our legal and regulatory rights;
- carry out administrative tasks (including credit checks and debt recovery activities, planning and risk management);
- recruit staff;
- conduct market or customer satisfaction research;
- provide newsletters and updates, and/or for any related purpose;
- sell any of our assets. If we sell all or part of our business or make a sale or transfer our assets or are involved in a merger or transfer of all or a material part of our business, we may transfer or disclosure your information to the party or parties involved in the transaction as part of that transaction and as part of any due diligence processes which take place.

We may use your information to provide and market our services to you (including by direct marketing), and to enhance and develop our relationship with you. We may also use your personal information to keep you informed of our services, events, developments in the law and other matters, including by email or other electronic means. If you do not wish to be contacted for those purposes, please let us know by using the 'Contact us' details below or by unsubscribing to any email or electronic service you receive from us. You can do this at any time.

We may disclose your personal information if we are required to do so by law or to organisations involved in providing credit or other services to you. We may disclose your information to service providers, agents and contractors from time to time to help us to provide and market our services to you (but only so that they can provide the services that we have contracted out to them).

Generally, we will not disclose your personal information outside Australia. If we are required to do so for any purpose set out in this Policy, we will seek your consent to that disclosure. However in those circumstances, although we will take reasonable steps to ensure the privacy of your personal information is protected:

- the recipient of the personal information may not be bound by a law or scheme that protects your information in substantially the same way as the APPs and this Policy;
- we may not be able to ensure that the recipient does not breach the APPs or this Policy in relation to your personal information; and
- you may instruct us not to disclose your personal information to that recipient but if you do so, we may not be able to provide you with the services you have requested from us.

## 5. Information you give us about other people

If you provide us with personal information about someone else (for example, one of your contractors, directors or employees or someone with whom you have business dealings) you must ensure that you are entitled to do so and that we may collect, use and disclose that information in the manner set out in this Policy without further action by us. In particular, you agree to inform that person who we are, that we will use and disclose their personal information as outlined in this Policy from time to time, that they may gain access to that information as outlined in this Policy and the consequences if the information is not provided (such as our inability to provide services to you or them).

## 6. How we protect your information

Whether or not personal information is stored electronically or in hard copy form, we take reasonable steps to protect the personal information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure. However, the internet is not a secure environment. If you use the internet to send us any information, including your email address, it is sent at your own risk.

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Some of the ways we protect personal information include:

- External and internal premises security;
- Restricting access to personal information only to staff on a need to know basis as part of their day to day functions
- Maintaining technology products to prevent unauthorized computer access or damage to electronically stored information, such as requiring identifiers and passwords, firewalls and anti-virus software; and
- Maintaining physical security over paper records.

Where information is provided by other methods other than via the website, we also use commercially reasonable administrative, technical and physical measures to safeguard such information against loss, theft and authorised use, disclosure or modification. However, no one can guarantee the complete safety of your information.

## 7. How you can access your information

If you would like to access, review, correct or update your personal information, you may contact our Operations Manager using the details in section 12 of this policy. In your request, please include your email address, name, address and telephone number and specify clearly what information you would like to access, review, correct or update. We will need to share your information with others who can assist in responding to your request. We will try to respond to your request as soon as reasonably practicable. If we deny access in any circumstances we will tell you why.

Your personal information is generally held in customer files or other hard copy files and records we create and/or in our computer database and information systems on-site and externally (within Western Australia).

## 8. Accuracy

We take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, up to date, complete relevant to the purpose for which it is held and not misleading. If you wish us to correct any information we hold about you, please contact our Operations Manager (see section 12 of this policy).

## 9. Using our website

As a website operator, we need to obtain and retain information about those who are using our website and this Policy applies to personal information collected from website users. Your use of the facilities and services available through our website will determine the amount and type of information which we collect about you. Some of this information will not be personal information (within the meaning of the APPs) because you will not be reasonably identifiable from that information.

We collect personal information about you that you tell us when you use our website, for example, by completing an online form or information you provide to us when you send us an email. We will record your email address if you send us an email.

Our website does not use cookies. However, when you visit it, information may be recorded for statistical purposes regarding your server address, domain name, date and time of visit, previous site visited and browser type.

Although we have implemented substantial security measures in relation to the information, we cannot guarantee security of that information as the website is linked to the internet and the internet is inherently

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insecure. We are not liable in any way in relation to any breach of security or unintended loss or disclosure of information due to the website being linked to the internet.

More information regarding our Website Privacy Policy can be found at: [www.raywell.com.au/legal](http://www.raywell.com.au/legal)

Please also refer to our Website Terms of Use at: [www.raywell.com.au/legal](http://www.raywell.com.au/legal)

## 10. Changes to our Privacy Policy

From time to time we may review and revise our Privacy Policy and we reserve the right to amend it at any time. If we do so, we will publish the most recent version on our website. Any information collected after an amended Privacy Policy has been published on our website will be subject to that amended Privacy Policy. We recommend that you review this page regularly to ensure you are aware of any changes.

This policy was last updated in August 2016.

## 11. Making a privacy complaint

If you have a complaint about the handling of your information or you have reason to believe your personal information has been compromised, or that this Privacy Policy of the APP have been breached by us, please direct your concern in writing marked 'Privacy Complaint' to our Operations Manager (see the 'Contact us' section below). We will respond to your complaint as soon as reasonably possible and in any event, within 30 days. We may need to share your information with others who can assist in responding to your complaint. Our aim is to resolve your complaint quickly and to your satisfaction. However, if you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) who may investigate your complaint further.

## 12. Contact Us

If you would like more information, wish to update your personal information or have a concern about how we handle your information or our approach to privacy, please contact our Operations Manager, Steven Denham

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