

Privacy Policy Redraft

Last Updated 11/09/2026

Our commitment to privacy

Scantec Refrigeration Technologies Pty Ltd is committed to handling personal information in accordance with the Privacy Act 1988 (Cth) which includes the Australian Privacy Principles (APPs), and other applicable privacy and information management obligations.

Personal information means information or an opinion about you which identifies you (or from which you can reasonably be identified), or as otherwise defined by applicable privacy law. It includes sensitive information such as health and medical records.

What personal information we collect

We collect, hold, use and disclose personal information that is reasonably necessary for our business operations, employment obligations, construction activities, legal compliance and service delivery.

In particular we handle the personal information of employees, directors and officers, contractors and subcontractors, labour hire personnel, job applicants and prospective workers, clients and customers, suppliers and service providers, business partners and consultants, visitors to Scantec Refrigeration Technologies offices, facilities and construction sites, and users of Scantec Refrigeration Technologies websites and digital services.

The specific types of personal information include but are not limited to:

Employee and Contractor Information

- Full name
- Residential and postal address
- Date of birth
- Telephone and mobile numbers
- Email addresses
- Emergency contact information
- Employment history and qualifications
- Trade licences, tickets and certifications
- Payroll, taxation and superannuation information
- Bank account details for payment purposes
- Citizenship, visa or right-to-work information where required
- Records relating to employment, performance, training and safety compliance

Health and Safety Information

Where required to meet workplace health and safety legal and regulatory obligations, Scantec Refrigeration Technologies may collect sensitive information including:

- Medical certificates
- Fitness for work declarations
- Drug and alcohol testing results
- Injury management and return-to-work information
- Health information necessary to ensure workplace safety compliance

Client and Customer Information

Scantec Refrigeration Technologies may collect information relating to clients, customers and project

stakeholders, including:

- Names and contact details
- Company and position information
- Project and contract information
- Correspondence and communication records
- Billing and payment information

Supplier and Service Provider Information

We may collect information about suppliers, subcontractors and service providers, including:

- Contact details
- Business registration information
- Australian Business Numbers (ABN)
- Insurance information
- Licensing and accreditation information
- Banking details for payment purposes

Recruitment Information

When you apply for employment or engagement with Scantec Refrigeration Technologies, we may collect:

- Name and contact details
- Employment applications
- Resumes and curriculum vitae
- Qualifications and certifications
- Professional references
- Background check information where permitted by law
- Website and Technology Information

Website and technology information

When you interact with our website, systems or electronic services, we may collect certain technical information, including:

- IP addresses
- Browser type and device information
- Website usage information
- Cookies and similar technologies
- Security, access and authentication logs

CCTV and Security Information

Where security monitoring systems are in place at offices and construction sites, Scantec Refrigeration Technologies may collect:

- CCTV footage
- Visitor registration details
- Access control records
- Vehicle registration information where required for site access

Such information is collected for security, safety, asset protection and incident investigation purposes. CCTV is used in a proportionate manner and is not used for the routine or continuous monitoring of staff. Where CCTV is in use, signage is displayed to inform you.

Biometric information

Biometric information, such as facial or fingerprint scans used to identify or verify an individual, is sensitive information under the Privacy Act and we will treat it accordingly. We will only collect your biometric information where it is reasonably necessary for our functions or activities, for example identity verification, access control and workplace security and safety.

Before deploying any technology that collects biometric information, we will tell you what we are collecting and why, and we will seek your consent where required in accordance with the Australian Privacy Principles.

How we collect personal information

We will normally collect personal information directly from you where possible. Sometimes we collect personal information from third parties where it is unreasonable or impracticable to collect it from you directly, where you have authorised it, or where collection is otherwise permitted or required by law. Depending on the circumstances, these third parties may include health service providers and/or health professionals assessing fitness to work or employment referees in the context of recruitment.

Why we collect and use personal information

We collect, hold, use and disclose personal information where reasonably necessary to support the delivery of our services to clients and for managing our workforce and business operations.

In practice this means administering employment arrangements including payroll, superannuation, taxation, training, performance management and right-to-work checks; recruitment; engaging and managing our contractors, subcontractors, labour hire personnel, suppliers and service providers; delivering our construction services and managing projects, contracts, billing, and communications and marketing with clients and stakeholders.

We also collect, hold, use and disclose personal information in meeting our work health and safety obligations, maintaining safe offices and construction sites, operating secure websites and systems and complying with our legal and regulatory obligations.

Direct Marketing

We will only use or disclose your personal information for direct marketing purposes where you have consented. Where you are an existing customer and we have collected your personal information directly from you, we may add you to our marketing list for products or services that you would reasonably expect to receive, even if you have not given express consent.

At any time you may opt-out of receiving marketing communications from us by using the unsubscribe option in emails from us, or by contacting us on the contact details below.

Government identifiers

Scantec Refrigeration Technologies will not adopt, use or disclose Medicare, or Veterans Affairs numbers, or other identifiers assigned by a Commonwealth or State Government agency to identify you.

Automated decision-making

Scantec Refrigeration Technologies is not using automated decision-making software. In the event we do adopt automated-decision-making that may affect the rights and interests of anyone whose personal information we handle, we will provide details in updates to this privacy policy.

How we store and protect personal information

Personal information may be held electronically, in physical records, in cloud-hosted or other information systems, and by contracted service providers acting on our behalf. Access is restricted to authorised personnel who require it to perform their role.

Scantec Refrigeration Technologies implements and maintains administrative, physical and technical safeguards to protect personal information throughout its lifecycle. These safeguards are regularly reviewed to ensure they remain appropriate to the sensitivity of the information held and the evolving threat landscape.

Where third-party service providers are engaged to store, process or manage personal information on behalf of Scantec Refrigeration Technologies, reasonable steps are taken to ensure that appropriate privacy, confidentiality and security obligations are maintained.

Scantec Refrigeration Technologies seeks to ensure that cloud-based systems used to process personal information implement appropriate security measures including, where reasonably practicable:

- Access controls and user authentication measures;
- Multi-factor authentication;
- Encryption of information during transmission and storage;
- Security monitoring and incident response capabilities;
- Backup and recovery processes; and
- Ongoing vendor review and risk management activities.

Retention of Personal Information

Scantec Refrigeration Technologies retains personal information only for as long as it is required to fulfil the purpose for which it was collected, or to meet legal, regulatory, contractual, operational and business requirements.

The retention period applied to personal information may vary depending on:

- The nature and sensitivity of the information;
- Employment and workplace obligations;
- Legislative and regulatory requirements;
- Contractual obligations;
- Legal proceedings or investigations;
- Health, safety and workers' compensation requirements; and
- Business continuity, audit and record management requirements.

When personal information is no longer required for a business or legal purposes, Scantec Refrigeration Technologies will securely destroy, delete, de-identify or anonymise the information. Personal information may continue to exist in backup systems or archived records for a period following deletion from active systems. Where this occurs we continue to apply appropriate safeguards until deletion.

Who we may disclose personal information to

We may disclose your personal information to third-party service providers that help us run our business, including providers that support our business operations, administration, project delivery, record keeping, communications, security monitoring and information management. We take reasonable steps to ensure that these providers only handle your personal information for the purpose of providing their services to us and in a manner consistent with the Australian Privacy Principles.

We may disclose personal information, including health information, to third parties such as health service providers, medical professionals and relevant regulators where the disclosure is necessary to meet our workplace health and safety obligations.

We may also disclose your personal information to government agencies or emergency services where you have consented, where the disclosure is for a purpose you would reasonably expect, or

where it is otherwise required or permitted by law. For example, we may disclose your personal information to lessen or prevent a serious threat to life, health or safety and to enable you to receive medical treatment, or to comply with mandatory reporting of certain communicable diseases.

Overseas Disclosure

Scantec Refrigeration Technologies usually stores information in Australia. We may use some third-party service providers who store or process personal information outside Australia. Where service providers store personal information outside Australia, Scantec Refrigeration Technologies will take reasonable steps to ensure that protections are in place that are equivalent to the protections in Australia and that appropriate contractual, technical and organisational safeguards are in place.

Data Breaches

If a data breach occurs, we will respond in line with our internal data breach response procedures, which include steps to contain the breach, assess the risk it poses and take remedial action.

Where we have reasonable grounds to believe that a breach is likely to result in serious harm to any individual whose personal information is involved, we will notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable, in accordance with the Notifiable Data Breaches scheme.

Anonymity and Pseudonymity

Where it is lawful and practicable to do so, you may interact with Scantec Refrigeration Technologies anonymously or using a pseudonym. However, in most cases, we require personal information to deal with you, provide our services and meet our legal obligations.

Access, correction and complaints

We take reasonable steps to ensure the personal information we hold, is accurate, complete, up to date and relevant. Please let us know promptly if your details change so we can update our records.

You may request access to, or correction of, your personal information held by Scantec Refrigeration Technologies by submitting a request in writing to it@scantec.com.au

If the request relates to payroll information that is out of date or inaccurate, please let us know by contacting the Scantec Refrigeration Technologies Payroll.

If you have concerns about how your information has been handled, you can contact us at Scantec Refrigeration Technologies by writing to it@scantec.com.au. We will acknowledge, assess and investigate your concern and respond within a reasonable timeframe. Generally, Scantec Refrigeration Technologies will provide a written response to the complaint within 30 days of the complaint being received.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner:

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Post: GPO Box 5288, Sydney NSW 2001

For details please visit <https://www.oaic.gov.au/individuals/what-can-i-complain-about>

Changes to this policy

This Privacy Policy may be updated from time to time to reflect changes in our practices, systems or legal obligations. The latest version will always be available on our website.