



PRIVACY POLICY

Scope

We are grateful for you to be working us at CoilRig Pty Ltd, located in Adelaide, South Australia. We respect and protect your privacy. This privacy policy tells you how we (collectively referred to as **CoilRig, we, us,** and **our**) collect, use and manage personal information.

Application of this Policy

This Policy applies if you:

- are one of our customers (including our distributors and retailers), consumers, contractors or suppliers;
- use any of our products and services;
- visit our website at CoilRig.com.au or any of our affiliated websites (**Sites**) or our social media channels (**Channels**); or
- are employed by us or seeking employment with us,

(referred to as **you** and **your**).

By using our products, services and/or otherwise providing us with your personal information, you authorise us to collect, hold, use and disclose that personal information in accordance with this Policy.

This Policy is in addition to any other applicable terms and conditions that may apply to your relationship and/or engagement with us.

In this policy, the term "Personal Information" means any information about an identified or identifiable individual (a natural person).

Collection – How we collect information about you

Who we collect information about

We may collect and hold personal information about:

- current, potential and former customers and end consumers;
- current, potential and former service providers, and/or suppliers, and their respective employees and contractors;
- current and prospective employees and contractors of CoilRig, and their next-of-kin or emergency contacts;
- other individuals we deal with in the course of carrying on our business.



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



Information we collect

Depending upon the nature of your relationship with us, the type of personal information we collect and hold may include:

General: information as required for our relationship with you, such as:

- your name, address, contact details, date of birth, and documents that verify your identity and other personal details;
- your drivers licence, passport and/or visa details;
- your financial information, such as your bank account details or payment history;
- credit information;
- details of the products and services we have provided to you, or that you've enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- records of our communications with you, including any complaints, requests or queries;
- CCTV footage from any of our premises;
- any other personal information that may be required in order to facilitate your dealings with us and/or to assist us in conducting our business, providing and marketing our services and meeting our legal obligations; and
- information we create in the course of our relationship with you, such as details or evaluations of your interactions with us.

For current or prospective employees, contractors, suppliers and/or visitors to our

premises/sites: information for the purpose of commencing and conducting a business or employment relationship with you. This may include:

- information about your occupation, employment history, education and suitability for the role and whether you hold any licences/permits required for the role;
- name and details of emergency contacts;
- your tax file number and citizenship or residency details;
- your health and medical information.

For health and safety and/or COVID-19: information for the purpose of health and safety compliance and/or complying with COVID-19 guidelines set down by the Australian Government and Australian State and Territory Governments to enable CoilRig to make informed health and safety decisions. This may include:

- biometric information including temperature checks;
- recent personal health history including details regarding communicable diseases; recent overseas travel, contact with any person(s) who have travelled overseas in the preceding 14 days, if you have tested positive for COVID-19 or are awaiting test results, or are experiencing any COVID-19 symptoms.

You can communicate with us without telling us who you are or revealing other Personal Information. If you send us a contact or feedback form you do not need to identify yourself or use your real name (APP 2).



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



Who we collect personal information from

We use different methods to collect your personal information. We will generally collect personal information directly from you (e.g. in person, by telephone or through written information or forms that you submit to us).

However, we may also collect personal information:

- from you indirectly (including through the use of services and facilities available through our Sites and Channels);
- from third parties in some instances, for example, a report provided by a medical professional or an employment reference from another person. Other third parties may include credit reference organisations, service providers we engage, recruitment and labour hire companies, or third parties where we have your authorisation to that collection;
- from CCTV cameras that may be placed on and around our premises; and
- from publicly available websites or sources.

If you have provided us with information about another person, you warrant that you have that person's permission to do so. Your obligations under the Privacy Law also means that you need to tell that person about the disclosure and let them know that they have a right to access their personal information and that we will handle their personal information in accordance with this Policy.

Other than circumstances such as unlawful activity or serious threats to health and safety, we do not share Personal Information with other agencies. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself.

How we use personal information

CoilRig collects personal information from you for a specific reason. This is referred to as the primary purpose. CoilRig agrees to not use or disclose this information for a secondary purpose unless you consent to us doing so, or under the circumstances involved we believe you would reasonably expect CoilRig to use or disclose the information for a secondary purpose and that that secondary purpose is related to the primary purpose.

In general, we collect, hold, use and disclose your personal information in accordance with this Policy, including for the following purposes:

- to verify your identity;
- consider account and credit applications and review and manage your credit account;
- maintain your account and contact details;
- process and administer transactions to which you are a party;
- advertise, promote and provide you with products or services distributed by CoilRig;
- improve our website and web services;



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



- to help us operate, protect, manage, improve, conduct and develop our business (including our products and services), and our users' experience, for example, by performing analytics and conducting research;
- to keep you informed about our products and services and tell you about our promotions;
- to maintain and administer your records, including (where relevant) your employee records;
- to assess suitability of potential employees or contractors;
- to ensure health and safety on our premises;
- to respond to any feedback, queries or complaints; and
- as otherwise may be required for the general management and conduct of our business.

In addition, CCTV footage specifically may be used for the following purposes:

- detecting and deterring unauthorised access to, and criminal behaviour on, our premises;
- monitoring the safety and security of our employees, contractors, suppliers and visitors, and completing incident investigations; and
- reviewing the actions of our employees and contractors.

CoilRig will only use any personal information we hold on you for the purpose of direct marketing if:

- We collected the information from you;
- We believe you would reasonably expect us to use or disclose the information for direct marketing; and
- We provide an option for you to request that we do not use the information for direct marketing – and you have not utilised this offer.

You may opt out of further direct marketing contact from us at any time by unsubscribing from the mailing list by clicking on the link in the marketing communication or by contacting the Privacy Officer (at the contact details below).

Who we may disclose personal information to

We may disclose your personal information:

- for the purpose for which it was collected (or a purpose that is directly related to the purpose in connection with which the information was obtained);
- for any other purpose which you have authorised;
- where we are permitted or required to do so by law; and
- to our related companies in connection with the purposes set out in this Policy.

Some of the recipients we may disclose your personal information to include our related companies and third party service providers who help us to deliver our products and services to you and to conduct our business.



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



Each of these third parties are carefully selected, and are only permitted to use your personal information to the extent necessary for them to provide their services to us.

If you provide us with your credit information, you consent to us using and disclosing your credit information for the following purposes:

- to monitor and produce assessments in relation to your credit worthiness;
- to obtain credit reports and disclose credit information to credit reporting bodies (CRBs); and
- to disclose credit reports to any solicitors and mercantile agents for enforcement and recovery purposes.

Under the Australian Privacy Act 1988 (Cth), individuals may request CRBs not to:

- use their credit-related personal information to determine their eligibility to receive direct marketing from credit providers; and
- use or disclose their credit information, if they have been or are likely to be a victim of fraud.

How we protect your Personal Information

Our website is hosted in Australia in secure facilities. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

CoilRig will take all steps reasonable under the circumstances to protect your personal information from misuse, interference, loss; and unauthorised access, modification or disclosure. If we no longer require to hold such personal information, we will take all reasonable steps under the circumstances to destroy or de-identify the information.

We train our employees about the importance of confidentiality and maintaining the privacy and security of your information.

How we deal with complaints and requests

You may request access to Personal Information about you that we hold (APP 12) and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete (APP 13).

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it. We are permitted to withhold access to personal information in prescribed circumstances.

You can contact us by email, or send any question, request or complaint to the email or postal address below. We will investigate any complaint and respond to you as quickly as possible (usually within 30 days). If the



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

If you're not satisfied with how we've handled your complaint, you can contact the Office of the Australian Information Commissioner at GPO Box 5218, Sydney NSW 2001 or by email to enquiries@oaic.gov.au.

Website analytics

To improve your experience on CoilRig's website, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of CoilRig's website.

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.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. 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](#)⁵ 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](#)⁶.

CoilRig also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

Offshore disclosure

As at the date of this Policy, we do not intend to disclose your personal information offshore.

If we do, we will ensure that any cross-border disclosure is in compliance with the requirements of the Privacy Law. We will take such steps as are reasonable in the circumstances to ensure that those organisations are either subject to, or comply with, applicable privacy laws that, overall, provide comparable safeguards to those under the Privacy Law.

Changes to this policy



+61 8 7079 0533



info@coilrig.com.au



www.coilrig.com.au



CoilRig Pty Ltd

ABN: 66 667 791 273

PO Box 6177

West Lakes Shore SA 5021

This Policy is current as at **April 2024**. We may amend and update this Policy from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. The most current version of this Policy is located at www.coilrig.com.au and can be obtained by contacting our Privacy Officer via the details below.

We will provide you with reasonable notice before we implement any change by posting a statement on our website, or we may also announce it by email (if we have your email address). The date of this Policy will otherwise inform you as to whether there have been updates since your last visit.

By continuing to use our products, services or Site, or otherwise continuing to deal with us, you accept these changes and this Policy as it applies from time to time. However, if you do not agree to an amendment, you should notify our Privacy Officer at the contact details set out below.

Contact us

Contact us by email to info@coilrig.com



+61 8 7079 0533



[info@coilrig.com.au](mailto:info@coilrig.com)



www.coilrig.com.au