

Privacy Policy

Legacy Power Solutions Pty Ltd

ABN: 20 699 508 695

ACN: 699 508 695

Website: legacypowersolutions.com.au

Email: admin@legacypowersolutions.com.au

Phone: 0418 547 408

Address: 9 Frangipani Drive, Kingaroy QLD 4610, Australia

Effective date: 9 September 2026

Last updated: 9 September 2026

1. Introduction

Legacy Power Solutions Pty Ltd ("Legacy Power Solutions", "we", "us" or "our") respects your privacy and is committed to protecting the personal information we collect and hold.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you visit our website, contact us, request a quote, engage our services, or otherwise interact with us.

We aim to handle personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)** to the extent that those laws apply to us.

2. Personal information we collect

Depending on how you interact with us, we may collect personal information including:

- your name;
- email address;
- telephone or mobile number;
- residential, business or project address;
- company or business name;
- information contained in enquiries and correspondence;
- information provided when requesting a quotation;
- project and site information;
- information contained in documents or files you provide to us;
- billing and payment information;
- information relating to our services provided to you; and
- other information you voluntarily provide to us.

We may also collect information relating to electrical, solar, air-conditioning, battery, EV charging and other services where that information is reasonably necessary to assess, quote for or perform the work.

We generally do not collect sensitive information unless it is reasonably necessary for a particular purpose and permitted by law.

3. How we collect personal information

We may collect personal information directly from you when you:

- complete a form on our website;
- request a quote;
- contact us by email or telephone;
- provide information during a site visit;
- engage us to provide services;
- provide information in connection with a project;
- communicate with our employees or contractors; or
- otherwise provide information to us.

Our website's quotation form allows you to provide your name, email address, phone number, property or project address and other information relevant to your enquiry. You may also be able to upload files with your enquiry.

We may also receive personal information from third parties where permitted by law, including customers, builders, contractors, suppliers, project partners and other parties involved in a project.

4. Why we collect personal information

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

- responding to enquiries;
- preparing quotations and proposals;
- assessing project requirements;
- providing electrical services;
- providing solar and renewable energy services;
- providing air-conditioning and related services;
- arranging site visits and inspections;
- communicating with customers;
- managing projects;
- supplying and installing products and equipment;
- arranging contractors, suppliers and other project participants;
- invoicing and processing payments;
- maintaining business and customer records;
- complying with legal, regulatory and safety obligations;
- managing complaints and enquiries;
- improving our services and business operations;
- protecting our business, customers, employees and property; and
- marketing our services where permitted by law.

We will generally only use personal information for the purpose for which it was collected or for another purpose permitted by law.

5. Website, cookies and analytics

When you visit our website, certain technical information may be collected automatically, including information such as your IP address, browser type, device information, pages visited and other information relating to your interaction with our website.

We may use cookies and similar technologies to operate, secure and improve our website and to understand how visitors use our website.

Our website uses **Google reCAPTCHA** to help protect our online forms from spam, abuse and automated submissions. Google may collect information in accordance with its own privacy policies and terms. Our website identifies that Google Privacy Policy and Terms of Service apply to the reCAPTCHA service.

Where we use third-party analytics, advertising or other website technologies, those services may collect information in accordance with their own privacy policies.

6. Disclosure of personal information

We may disclose personal information where reasonably necessary for the purposes described in this Privacy Policy.

Depending on the circumstances, we may disclose information to:

- our employees and officers;
- contractors and subcontractors;
- suppliers and manufacturers;
- electricians, technicians and other tradespeople involved in a project;
- professional advisers, including accountants, lawyers and consultants;
- IT, cloud storage, software and technology providers;
- payment processors and financial institutions;
- insurers;
- customers, builders, project managers or other authorised project stakeholders;
- government agencies, regulators and authorities where required or authorised by law; and
- other parties where you have consented or where disclosure is otherwise permitted or required by law.

We do **not sell personal information**.

7. Overseas disclosure

Some of the third-party services we use may store or process personal information outside Australia.

These services may include website hosting, email, cloud storage, accounting, payment processing, customer management, website security, analytics and other technology services.

Where the Privacy Act applies to us, we will take reasonable steps required by the Australian Privacy Principles in relation to overseas disclosure of personal information.

8. How we protect personal information

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Depending on the circumstances, security measures may include:

- password protection;
- access controls;
- secure electronic systems;
- secure cloud-based services;
- physical security measures;
- limiting access to personal information to people who reasonably require it; and
- secure destruction or deletion of information when it is no longer required.

While we take reasonable precautions, no method of electronic storage or transmission can be guaranteed to be completely secure.

9. How long we keep personal information

We retain personal information for as long as reasonably necessary for the purposes for which it was collected.

This may include retaining information to:

- provide ongoing services;
- maintain customer and project records;
- meet accounting and taxation obligations;
- satisfy contractual requirements;
- comply with legal and regulatory obligations;
- resolve disputes; and
- protect our legitimate business interests.

When personal information is no longer required, we will take reasonable steps to securely destroy, delete or de-identify it where appropriate.

10. Access to your personal information

You may request access to personal information we hold about you.

To make an access request, contact us using the details provided at the end of this Privacy Policy.

We will deal with your request within a reasonable period and in accordance with applicable privacy laws.

In some circumstances, we may be unable to provide access to particular information where an exception under applicable law applies. If we refuse access, we will explain the reason where we are permitted to do so.

11. Correction of personal information

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

If you believe that personal information we hold about you is inaccurate, incomplete, misleading or out of date, you may ask us to correct it.

Please contact us with details of the information you believe needs to be corrected.

12. Anonymity and pseudonymity

Where lawful and reasonably practicable, you may interact with us without identifying yourself or by using a pseudonym.

However, this may not be practical where we need your identity or contact details to provide a quotation, arrange work, enter into a contract, provide services, process payment or comply with legal, safety or regulatory requirements.

13. Direct marketing

We may use your contact information to provide information about our services, products, promotions or other business offerings where permitted by law.

You may opt out of receiving direct marketing communications at any time by contacting us or using an unsubscribe facility included in the communication.

We will process opt-out requests within a reasonable period.

14. Third-party websites

Our website may contain links to websites operated by third parties.

We are not responsible for the privacy practices, content or security of third-party websites.

We recommend reviewing the privacy policy of any third-party website before providing personal information.

15. Data breaches

We take reasonable steps to protect personal information against unauthorised access, disclosure and other security incidents.

If we become aware of a data breach involving personal information, we will assess the incident and take appropriate action in accordance with applicable Australian privacy laws, including the **Notifiable Data Breaches scheme** where applicable.

16. Privacy complaints

If you believe that Legacy Power Solutions has handled your personal information in a way that does not comply with this Privacy Policy or applicable privacy laws, you may make a privacy complaint to us.

Please contact us using the details below and provide as much relevant information as reasonably possible.

We will investigate your complaint and aim to respond within a reasonable period.

Privacy contact details

Legacy Power Solutions Pty Ltd

Email: admin@legacypowersolutions.com.au

Phone: 0418 547 408

Address: 9 Frangipani Drive, Kingaroy QLD 4610, Australia

17. Complaints to the OAIC

If you are not satisfied with our response to your privacy complaint, or believe your privacy concern has not been adequately addressed, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

The OAIC is Australia's independent privacy regulator.

Information about making a privacy complaint is available through the OAIC website.

18. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology, information-handling practices or legal obligations.

The latest version of this Privacy Policy will be published on our website.

We recommend checking this page periodically for the current version.

Last updated: 9 September 2026

19. Contact us

If you have any questions about this Privacy Policy or how Legacy Power Solutions handles personal information, please contact us.

Legacy Power Solutions Pty Ltd

ABN: 20 699 508 695

ACN: 699 508 695

9 Frangipani Drive, Kingaroy QLD 4610, Australia

Phone: 0418 547 408

Email: admin@legacypowersolutions.com.au

Website: legacypowersolutions.com.au