

Procedure No:	QMP-POL-04
Revision:	1
Date:	23/06/2021



PRIVACY POLICY

NDT Plus Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

NDT Plus has adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

1. DEFINITIONS

- 'Company IP' includes, but is not limited to, the contents, layout, design, colours, appearance, graphics and imagery of the Website, Content and Materials as well as all copyrights, trademarks, trade secrets, patents and other intellectual property contained in the Product, Content and Materials.
- 'Content' means any content, writing, images, audio visual content or other information published on the Product.
- 'Effective Date' means the date that this Privacy Policy comes into force.
- 'Items' means any and all of the Product, Services, Content and Materials collectively.
- 'Materials' means any materials, information or documentation that We may provide to You in connection with Your use of the Services or Product including documentation, data, information developed by Us or owned by Us, and other materials which may assist in Your use of the Services or Product.
- 'Parties' means both You (the user of the Product) and Us (the owner of the Product) collectively.
- 'Personal Information' means information that we obtain from You in connection with Your use of the Product.
- 'Privacy Policy' means this privacy policy.
- 'Product' means the website including all pages, all sub pages, all blogs, all forums, all other connected pages and all other connected internet content whatsoever, the home page or main page of which is located at: ndtplus.com.au
- 'Services' means any or all services provided by or on the Product.
- 'Third Party Links' means links or references to websites other than the Website, to content other than the Content or to materials other than the Materials, none of which are controlled by Us.
- 'Us', 'We', 'Our', 'the Company' or "the Owner" refers to NDT Plus Pty Ltd
- 'Us', 'We', 'Our', 'the Company' or "the Owner" also includes any employees, affiliates, agents or other representatives of NDT Plus Pty Ltd
- 'You' or 'Your' refers to the user of the Website.
- 'Your Content' means any Content posted to or added to the Website, Content or Materials by You or by somebody authorised by You or doing so on Your behalf.

Procedure No:	QMP-POL-04
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Date:	23/06/2021



2. INTERPRETATION

In this Privacy Policy, unless the context otherwise requires, the following rules of interpretation shall apply:

- Words referring to one gender include every other gender.
- Words referring to a singular number include the plural, and words referring to a plural include the singular.
- Words referring to a person or persons include companies, firms, corporations, organisations and vice versa.
- Headings and titles are included in this Privacy Policy for convenience only and shall not affect the interpretation of this Privacy Policy.
- Each Party must, at its own expense, take all reasonable steps and do all that is reasonably necessary to give full effect to this Privacy Policy and the events contemplated by it.
- Any obligation on a Party not to do something includes an obligation not to allow that thing to be done.

3. TYPE OF INFORMATION AND HOW IT IS COLLECTED

3.1 PERSONAL INFORMATION

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including [interviews, correspondence, by telephone and facsimile, by email, via our website www.ndtplus.com.au, from your website, from media and publications, from other publicly available sources, from cookies- delete all that aren't applicable] and from third parties. We don't guarantee website links or policy of authorised third parties.

NDT Plus collect your Personal Information for the primary purpose of providing services to you, providing information to our clients and marketing. NDT Plus may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When NDT Plus collects Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

3.2 SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by NDT Plus only:

- For the primary purpose for which it was obtained

Procedure No:	QMP-POL-04
Revision:	1
Date:	23/06/2021



- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

3.3 THIRD PARTIES

Where reasonable and practicable to do so, NDT Plus will collect your Personal Information only from you. However, in some circumstances NDT Plus may be provided with information by third parties. In such a case NDT Plus will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

3.4 PURCHASING SERVICES

In addition to any Personal Information that You are required to provide in order to access NDT Plus services in some cases, you may be required to provide more specific information. For example, in order to pay invoices or apply for credit within our system, you may need to provide credit card information, billing information and postal addresses.

3.5 COOKIES

Cookies are small files stored on your computer or mobile device which collect information about your browsing behaviour.

Cookies do not access information which is stored on your computer.

Cookies enable us to tailor our configurations to your needs and preferences, in order to improve Your user experience.

Most internet browsers accept cookies automatically, although you are able to change your browser settings to control cookies, including whether or not You accept them, and how to remove them. You may also be able to set Your browser to advise You if You receive a cookie, or to block or delete cookies. However, if You do this, You may be prevented from taking full advantage of the Product.

4. HOW YOUR INFORMATION IS STORED

Please note that no systems involving the transmission of information via the internet, or the electronic storage of data, are completely secure. However, NDT Plus take the protection and storage of Your Personal Information very seriously. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

NDT Plus use appropriate physical, digital, managerial and security systems to store Your Personal Information and to protect it against unauthorised access, destruction or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, NDT Plus will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by NDT Plus for a minimum of 7 years.

Procedure No:	QMP-POL-04
Revision:	1
Date:	23/06/2021



5. COMBINING INFORMATION

NDT Plus will not combine, link or aggregate any of Your Personal Information with other Personal Information of Yours which We are holding.

6. HOW YOUR INFORMATION IS USED

NDT Plus will use Your Personal Information to help us improve your experience with our services. NDT Plus may use Your Personal Information for purposes including but not limited to:

- order fulfilment.
- providing customer service to You.

7. ADDITIONAL PROVISIONS

In addition, NDT Plus may deal with Your Personal Information in the following specific circumstances:

Any information supplied through customer enquiries shall be treated as confidential and in accordance with NDT Plus Pty Ltd privacy and confidentiality policies.

8. ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

NDT Plus Pty Ltd will not charge any fee for your access request.

In order to protect your Personal Information we may require identification in written form from authorised persons within Your organisations before releasing the requested information.

9. MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. NDT Plus will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

10. MERGER, RESTRUCTURE OR SALE OF OUR BUSINESS

Part or all of Our business may be merged, restructured or sold including but not limited to through an ordinary sale of business or of stock, a corporate reorganisation, a change in control, bankruptcy or insolvency proceedings.

Procedure No:	QMP-POL-04
Revision:	1
Date:	23/06/2021



In the event that such a merger, restructure or sale occurs as described in the preceding sub-clause hereof, We may transfer Your Personal Information, including personally identifiable information, as part of that merger, restructure or sale.

11. ACCESSING, UPDATING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right to request access to any of Your Personal Information which We are holding.

You have the right to request that any of Your Personal Information which We are holding be updated or corrected.

In order to request access, an update or a correction to Your Personal Information, you may contact us using the details at the end of this Privacy Policy.

12. POLICY UPDATES

This Policy may change from time to time and is available on our website. A copy may also be provided when requested in writing through our website enquiry form or email correspondence.

13. COMPLAINTS

We take customer satisfaction very seriously. If You have a complaint in relation to Our handling of Your Personal Information, NDT Plus will endeavour to handle it promptly and fairly. For Your information, an overview of Our complaints handling procedure is as follows:

- All customer complaints and feedback are processed in accordance with NDT Plus Pty Ltd CPA procedures and company guidelines
- If You have a complaint in relation to Our handling of Your Personal Information, You should use the following procedure to lodge Your complaint with Us:

For any complaints and/or feedback regarding our conduct, information or services provided, email us at enquiries@ndtplus.com.au

If You are not satisfied with NDT Plus's response to Your complaint, You may refer your complaint to the relevant external dispute resolution organisation in Your area.

14. CONTACT US

You can contact us about this Privacy Policy using the following details:

Adam Lees

Director – NDT Plus Pty Ltd

+61 421 364 655

adam@ndtplus.com.au

Signed:


A handwritten signature in blue ink, appearing to read "Adam Lees", written over a light blue horizontal line.

Adam Lees, Director

Procedure No:	QMP-POL-04
Revision:	1
Date:	23/06/2021



REVIEW / REVISION RECORD

REVISION #	DESCRIPTION	DATE	AUTHORISATION
0	Initial Release	17/3/2021	
1	Revised First person references	23/06/2021	