

Privacy Policy

ENVIRO 3 PTY LTD (ACN 152 646 476)

Last updated: September 2026

1. Introduction

ENVIRO 3 PTY LTD (ACN 152 646 476) ("enviro3", "we", "us" or "our"), respects the privacy of clients, prospective clients, contractors, suppliers and other people who interact with our business. This Privacy Policy explains how we collect, hold, use and disclose personal information and how you may contact us about your personal information or a privacy concern.

Where applicable, we handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Personal information we may collect

Depending on your dealings with us, the personal information we may collect and hold includes:

- your name, company, job title and contact details;
- telephone number and email address;
- business, billing and account information;
- project and site contact details;
- project locations and information relating to an enquiry, quotation or project;
- correspondence and communications with us;
- information contained in plans, specifications, photographs or other documents supplied to us;
- information submitted through our website enquiry form or document-upload facility; and
- technical information generated when you use our website, such as IP address, browser information and website usage information where analytics, security tools, cookies or similar technologies are used.

We generally do not seek to collect sensitive personal information through our website. Please avoid providing sensitive personal information unless it is reasonably necessary for us to deal with your enquiry or project.

3. How we collect personal information

We may collect personal information when you:

- contact us by telephone, email or through our website;
- submit an online enquiry or request a quotation;
- provide plans, specifications, photographs or other project documentation;
- engage enviro3 to perform work;
- communicate with our employees or representatives;
- work with us as a contractor, consultant or supplier; or
- otherwise interact with our business.

We may also receive personal information from builders, clients, contractors, consultants, suppliers and other parties involved in a project where it is reasonably necessary for our business activities.

Our website may automatically collect limited technical information through website hosting, security, analytics, cookies or similar technologies.

4. Why we collect, hold, use and disclose personal information

We may collect, hold, use and disclose personal information to:

- respond to enquiries and requests for information;
- assess potential projects and prepare quotations;
- plan, coordinate and deliver projects;
- communicate with clients, contractors, consultants and suppliers;
- coordinate specialist services required for a project;
- manage accounts, invoicing and business administration;
- maintain project, safety and quality records;
- comply with legal, regulatory, contractual and insurance requirements;
- maintain and improve our website and business operations; and
- protect the security of our systems, records and website.

5. Disclosure of personal information

Where reasonably necessary for our business activities, we may disclose personal information to:

- employees and authorised representatives of enviro3;
- contractors and subcontractors;
- engineers, environmental consultants and other specialist consultants;
- licensed trades and specialist service providers;
- independent testing and commissioning providers;
- suppliers and equipment manufacturers;
- professional advisers, insurers, auditors and accountants;
- website, IT, email, cloud-storage and other business-system providers; and
- government authorities, regulators, courts or other parties where required or authorised by law.

For some projects, enviro3 coordinates services provided by independent contractors and consultants. Relevant project information may therefore be provided to those parties where necessary to assess, coordinate or undertake the required work.

We do not sell personal information.

6. Plans, specifications and documents

Documents uploaded through the enviro3 website or otherwise supplied to us may contain project, commercial or personal information. We may use those documents for purposes associated with assessing an enquiry, preparing a quotation, coordinating works or delivering the relevant project.

You should only provide documents you are authorised to provide and should avoid including unnecessary personal or sensitive information.

7. Storage and security

We take reasonable steps to protect personal information against misuse, interference, loss, unauthorised access, modification and disclosure. Information may be stored electronically through business systems, email, cloud-based services and other information-management systems, and in physical records where appropriate.

No method of transmission over the internet or electronic storage system can be guaranteed to be completely secure.

8. Overseas storage and service providers

Some website, email, cloud-storage, software or technology providers used by enviro3 may store or process information using infrastructure located outside Australia. Where personal information is likely to be disclosed to overseas recipients, we will address those disclosures in accordance with applicable privacy requirements.

The countries or regions involved may depend on the service providers used from time to time. This section should be reviewed when the website hosting, analytics, enquiry-form and related technology providers are finalised.

9. Cookies and website analytics

Our website may use cookies and similar technologies for functionality, security and analytics. These technologies may collect information about how visitors use the website. You may be able to restrict cookies through your browser settings, although doing so may affect some website functionality.

If advertising, behavioural tracking or additional analytics technologies are introduced, this Privacy Policy may be updated to reflect those practices.

10. Access and correction

You may request access to personal information we hold about you or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. We may need to verify your identity before providing access or making a correction.

Requests can be made using the contact details in section 13.

11. Privacy enquiries and complaints

If you have a question or complaint about how enviro3 has handled your personal information, please contact us using the details below. We will review the matter and endeavour to respond within a reasonable period.

Where the Privacy Act applies, you may also be entitled to make a complaint to the Office of the Australian Information Commissioner (OAIC) if you are not satisfied with our response.

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, technology or legal obligations. The current version will be published on our website with its most recent update date.

13. Contact us

Privacy enquiries, access or correction requests and complaints can be directed to:

ENVIRO 3 PTY LTD

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2/29 Sir Laurence Drive

Seaford VIC 3198

Australia

Email: info@enviro3.com.au

Phone: 0483 699 848