



PRIVACY STATEMENT

Multilec Engineering Pty Ltd respects your privacy. Multilec Engineering Pty Ltd wants to make you comfortable with our privacy policy and the security measures that we take to protect your personal data.

Your personal information is generally held in client files created by us in respect of your instructions. Information may also be held in our computer database. Multilec Engineering Pty Ltd will treat any personal data with this policy which will be protected from misuse, loss, unauthorised access, modification or disclosure. At all times, your personal information is and will be treated as confidential.

Multilec Engineering Pty Ltd encourages you to read this privacy policy in full.

General principles for processing of personal data

In order to ensure that your personal data is processed correctly and with a suitable level of data protection, Multilec Engineering Pty Ltd has adopted the following processing principles:

Personal data is processed lawfully, fairly and in a transparent manner;

Personal data is collected only for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

Personal Data shall be accurate and, where necessary kept up to date and inaccurate or incomplete personal data will be rectified or erased or further processing suspended.

Personal data shall not be kept in a form which permits identification of the Data Subjects for longer time than necessary for the purposes for which the data was collected or for which it is further processed.

Personal data shall be processed in a manner that ensures appropriate security of the personal data.

Multilec Engineering will always inform you of the collection and processing of your personal data unless we have a legitimate reason not to do so.

Access to your information

We undertake to provide you with access to your information provided that your request is reasonable, and provided we are not precluded from doing so by any law or proceedings. Access will generally be by written copy of the information requested, allowing you to inspect the information or providing you with an accurate summary of the information held.

Correction to your personal information

We will endeavour to ensure that the personal information about you which we hold is up-to-date and accurate. In the event that you may become aware or believe that any personal information that we hold about you is inaccurate or outdated, please contact us. We will respond to any request to update personal information promptly.

Respect of Privacy

We treat your privacy seriously. This document details our policy on collecting, managing and securing information. If you have any questions relating to this document, please contact us.

Making a Privacy Complaint

If you wish to report any breach or potential breach of this Privacy Policy, you should contact us by any of the methods detailed below and request that your complaint be directed to The Business Services Manager. Your complaint will be considered and responded to within 7 days. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however, if you are unhappy without response you are entitled to contact the WA Ombudsman, who may investigate your complaint further.

Confidential

All personal information is treated as strictly confidential. It will never be sold or otherwise transferred to a 3rd party without your permission.

Collection of information

In order to utilise some aspects of this website, Multilec Engineering may require you to provide a certain amount of information. This includes information required to create an account (such as your name and email address).

Your rights

You have the right to access the data processed about you, subject to certain statutory exceptions. Furthermore, you can object to the collection and further processing of your personal data. In addition, you have the right to correct your personal data, if necessary. You may also choose to request us to restrict the processing.

We will delete or correct any information, which is inaccurate or out of date by reason of the time elapsed since it was collected or by reason of any other information in our possession.

Email

Multilec Engineering Pty Ltd does not send “spam” unsolicited emails.

Before any email is collected for use by Multilec Engineering, permissions will be requested from you. After obtaining authorisation we will use email messages to provide you updated information regarding your order or to answer any enquiries.

Cookies

This site does NOT use ‘cookies’. A cookie is a small piece of information stored on your computer that is sent to the site each time you request a page. Cookies are used to help deliver

a more functional and intelligent site to you.

No username, password or personal information is ever stored in a cookie.

Data Retention

We store your personal data as long as it is required to fulfill the underlying purpose, however, no longer than the applicable legal retention period.

As soon as the underlying purpose or lawful basis has disappeared personal data will be deleted.

Data Security

In order to safeguard your personal data, Multilec Engineering Pty Ltd has implemented appropriate technical and organizational measures to ensure a level of security appropriate to the risks represented by the processing and the nature of the personal data to be protected, having regard to the state of art and the costs of their implementation.

Following the evaluation of the risk, Multilec Engineering Pty Ltd has taken measures to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of personal data over a network, and against all other unlawful forms of processing.

Disclaimer

Multilec Engineering has taken every effort to ensure that the information contained within the website is correct. You should be aware that the information may be incomplete, inaccurate or may have become out of date.

Changes to this Privacy Policy

We reserve the right to amend this Privacy Policy in the future due to changes in applicable legislation, the Danfoss BCRs or in Danfoss' processes. We will inform you of any such amendments.

Contact Details

If you have any queries about this Privacy Policy, please contact:

The Business Services Manager,

Multilec Engineering Pty Ltd,

Unit 3, 93 President Street, Welshpool WA 6106

Telephone: 08 6146 1126 or email: info@multilec.com.au