



Parabellum Electrical Services commitment to privacy.

Our Customer's and Client's privacy is very important to Parabellum Electrical Services. We acknowledge and understand that we are required to comply with the *Privacy Act 1988(Cth)* and the Australian Privacy Principles, and therefore our privacy policy applies to any personal information we collect, use or disclose. This Policy is inclusive of all the personal information of our customers, employees and contractors.

A copy of the Australian Privacy Principles is available at the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

How and why, we collect personal information.

We collect personal information in order to provide various services to our clients via the business's online entities or direct communications. This information may include names, addresses, email addresses and other contact details that can identify our customers.

This information is used to identify and maintain, where required, communications with our customers during and in certain circumstances after the works that Parabellum Electrical Services does.

Additionally, and with consent, we may also use personal information for related purposes including providing clients with updates on our products and services as well as checking to see the performance of any service or product the business has provided.

Use and disclosure of personal information.

We do not use or disclose personal information for any purpose that is unrelated to the services and products we provide and that you would not reasonably expect (except with client consent.)

We have a legislated duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality to our clients applies, except where disclosure of personal information is consented to by the client or is compelled by law.

Our customer's information will only be used the purposes both directly and indirectly for which it was obtained

Our customer's personal information may be disclosed to approved third parties who are also required to comply with the Australian Privacy Principles.

Security of your personal information.

We endeavour to protect any personal information that we hold from misuse and/or loss, and to protect it from unauthorised access, modification and/or disclosure.

Some personal information, relating to the services Parabellum Electrical Services conducts, requires maintaining of certain business records as a part of the business's legal obligations. These records may be kept for up to seven years.

However, if there is no legal or business requirement for the keeping of our customer's private information the business will endeavour to take reasonable steps to de-identify and destroy those records.



Maintaining the accuracy of your personal information.

It is important to the business that we have the correct customer information. This facilitates the business taking care of our customers correctly. We will take reasonable steps to ensure that our customer's information is correct and up to date. However, if you find that your personal information is not up to date or inaccurate please contact us and will work to ensure that those errors are corrected as soon as practicably possible.

Policy updates.

This Policy may change from time to time and is available at our website.

Privacy Policy complaints and enquiries.

If you want to gain access to your personal information, correct or update your personal details, register a complaint about a breach of your privacy, or you have any other query relating to our privacy policy, please contact us via the details on the business website.

The business will require some form of identification before accessing customer information before we respond to the above requests.

Parabellum Electrical Services online entities.

The business's website and other online entities may use online analytics that obtain usage data from our customers both potential and realised. This data facilitates the function of our services provided online and also market analysis via Google, Facebook and Instagram customer interactions.

Additionally, there may the usage of "cookies" that assist in the authentication of our customer's identities online as a means of preventing fraudulent use of our customer's user accounts.