



PRIVACY NOTICE

(Customer)

1. Scope

1.1 Australian Boom & Scissor Pty Ltd (referred to in this Privacy Notice as “we”, “us”, “our” or “ABS”) is committed to protecting the privacy of individuals and complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1.2 ABS is a privately owned rental business offering customers access to a wide range of boom lifts, scissor lifts, and other elevated work platforms, backed by a high level of personalised service. We operate throughout Australia.

1.3 This Privacy Notice outlines how we manage the personal information (“Personal Information”) we collect, hold, use and disclose. By engaging with us, you consent to the collection, use and disclosure of your Personal Information as described in this notice.

1.4 ABS is an Australian subsidiary of Charles Wilson Engineers Limited (UK). While we align our policies with our parent company, our privacy obligations and practices are governed by Australian law.

1.5 If you have any questions, concerns, or would like to access or correct your Personal Information, please contact:

Australian Boom & Scissor

Address: 3 Lennox Place, Wetherill Park, 2164, New South Wales, Australia

Phone: 1300 92 55 77

Email: sales@abslift.com.au

2. Information We Collect

2.1 We collect Personal Information to provide and manage our services, meet our legal obligations, and improve customer experience. This may include:

- Your name, address, email, phone number, and payment details;
- Information you provide through our website, phone, email, or in person;
- Information from third parties, such as credit reporting bodies;
- Location and usage data from GPS and dash cam systems in our vehicles;
- CCTV footage at our sites;
- Call recordings for training, quality assurance, and security purposes.

2.2 We collect this information directly from you, through third parties, or automatically via cookies and tracking technologies on our website.

2.3 Collecting this information is essential for the delivery of our services and business operations.

3. How We Use Your Information

3.1 We will only use or disclose your Personal Information for the purposes for which it was collected or related purposes you would reasonably expect, or as permitted or required by law. This includes:

- Supplying and delivering goods and services;
- Administering customer accounts and processing payments;
- Managing contracts and customer relationships;
- Ensuring the security and safety of our premises, vehicles, and staff;
- Performing credit checks and managing risk;
- Improving our website and services;
- Sending you service updates, product information and promotions (unless you opt out);
- Using telematics and tracking technology to monitor customer usage and fleet operations.

3.2 We may use your Personal Information to comply with our legal obligations, including recordkeeping and responding to lawful requests from regulatory bodies.

3.3 We may rely on the following legal grounds to use your Personal Information:

- Your consent;
 - The performance of a contract with you;
 - Compliance with our legal obligations; or
 - Our legitimate business interests, provided your rights are not overridden.
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4. Disclosure of Your Personal Information

4.1 We may disclose your Personal Information to:

- Third-party service providers, such as IT and cloud service providers, credit reporting bodies, and debt collection agencies;
- Legal, accounting and professional advisers;
- Law enforcement, regulators, or courts, where required by law;
- Prospective buyers in the event of a business sale or restructure.

4.2 We do not sell or trade your personal information to any third parties for marketing purposes.

5. Cross-Border Disclosure

5.1 Some of the third parties to whom we disclose Personal Information may be located outside of Australia, including jurisdictions with comparable data protection laws.

5.2 We will take reasonable steps to ensure that overseas recipients comply with privacy obligations substantially similar to those in Australia or that you otherwise consent to the disclosure.

6. Data Security

6.1 We take reasonable steps to protect your Personal Information from misuse, loss, unauthorised access, modification, or disclosure.

6.2 While we take security seriously, no system is 100% secure. If a data breach occurs that is likely to cause serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC) as required.

7. Data Retention

7.1 We retain Personal Information only for as long as it is required for our business purposes or as required by law. Our retention policies include:

- CCTV and vehicle footage: retained for up to four months (unless required for legal purposes);
 - Telephone call recordings: retained for up to twelve months;
 - Contract-related information: retained for up to seven years.
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8. Your Rights

8.1 You have the right to:

- Request access to the Personal Information we hold about you;
- Request correction of inaccurate, out-of-date or incomplete information;
- Withdraw your consent at any time (where applicable);
- Opt out of receiving direct marketing communications;
- Lodge a complaint if you believe your privacy has been breached.

8.2 To exercise these rights, please contact our Privacy Officer using the details in section 1.5. We may need to verify your identity before processing your request.

9. Complaints

9.1 If you have a concern or complaint about how we handle your Personal Information, please contact our Privacy Officer. We will respond promptly and do our best to resolve your concern.

9.2 If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:

Office of the Australian Information Commissioner

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Website: www.oaic.gov.au

10. Changes to this Privacy Notice

10.1 We may update this Privacy Notice from time to time. Any changes will be posted on our website. Please check back periodically for updates.