



PRIVACY POLICY

Last updated: 1st May 2026

All Trades Abseiling Pty Ltd (ABN 64 613 502 515) (“we”, “us”, “our” or “ATA”) is committed to protecting the privacy of personal information we collect in the course of running our rope access and abseiling services business. This policy explains what personal information we collect, how we use and store it, and your rights in relation to that information.

This policy is consistent with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

1. What personal information we collect

In the course of providing our services, we may collect the following types of personal information:

- **Contact details** — names, postal and street addresses, email addresses, phone numbers of customers, prospective customers, and on-site contacts (e.g. building managers, strata managers, site supervisors).
- **Billing information** — details required to issue invoices and receive payment. Card and bank details are handled directly by our third-party payment processor and are not stored by ATA.
- **Site information** — photos and videos of work sites taken before, during and after jobs for quoting, work records, safety documentation, and (with your consent) marketing purposes.
- **Site access and security information** — access codes, alarm codes, key arrangements, swipe card details, parking permits, and similar information provided to us to enable our crew to access the site.
- **Employee and subcontractor information** — personal details, qualifications, licences, tax file numbers, superannuation details, bank account details, emergency contacts, and other information necessary for employment, contracting, payroll, work health and safety, and statutory reporting.
- **Website information** — basic technical data via website cookies (e.g. session information, browser type) needed for the website to function. We do not use third-party analytics or advertising tracking.

2. How we collect personal information

We generally collect personal information directly from the individual, for example when you:

- contact us by phone, email, our website contact form, or through our online quoting system;
- request or accept a quote;
- provide site access information for a job;
- apply for employment or engagement as a subcontractor; or
- interact with us during the course of works on site.

In some cases we may collect information about you from a third party — for example, a managing agent or strata manager who engages us on behalf of a building owner, or a referee provided in a job application.

3. Why we collect and use personal information

We collect, hold, use and disclose personal information for purposes connected with our business, including to:



- prepare quotations and proposals;
- perform contracted works and manage the customer relationship;
- access work sites and coordinate with site contacts;
- issue invoices, process payments and manage accounts;
- maintain work records, photographic records and safety documentation;
- comply with our work health and safety, licensing and insurance obligations;
- manage employees and subcontractors, including payroll, tax, superannuation and statutory reporting;
- respond to enquiries and complaints; and
- meet our obligations under applicable laws.

4. Who we disclose personal information to

We may disclose personal information to third parties where it is necessary for the purposes set out above. These third parties include:

- **Cloud accounting providers** — we use cloud-based accounting software to manage invoicing, payments and financial records.
- **Cloud storage providers** — we use cloud-based file storage to maintain quotes, work records, photos and other business documents.
- **Payment processors** — customer card and bank details are handled directly by our payment processor under their own terms and privacy practices.
- **Subcontractors and crew** — to the limited extent necessary for them to attend site and perform the works, including site access information.
- **Professional advisers** — our accountants, lawyers, insurers and similar advisers, where required.
- **Government agencies and regulators** — where required by law, including for tax, superannuation, work health and safety, and licensing purposes.

5. How we store and protect personal information

We hold personal information in both electronic and paper form. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, including by:

- storing electronic records in secure cloud-based systems with access controls;
- limiting access to personal information to staff and contractors who need it to do their jobs;
- treating site access and security information (alarm codes, access codes, key details) as confidential and handling it with particular care; and
- destroying or de-identifying personal information when it is no longer required and we are not legally required to retain it.

6. Accessing and correcting your information



You can request access to the personal information we hold about you, or ask us to correct information that you believe is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact us using the details at the end of this policy. We will respond to your request within a reasonable time.

There are some limited circumstances in which we may decline a request for access or correction (for example, where access would unreasonably affect the privacy of others). If we decline, we will explain our reasons.

7. Complaints

If you believe we have breached the Australian Privacy Principles or otherwise mishandled your personal information, please contact us in the first instance using the contact details at the end of this policy. We will investigate your complaint and respond within a reasonable time.

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or by phone on 1300 363 992.

8. Changes to this policy

We may update this policy from time to time. The current version will always be available on our website. Where changes are significant, we will take reasonable steps to notify affected individuals.

9. How to contact us

If you have any questions or concerns about this policy or about how we handle personal information, please contact us:

All Trades Abseiling Pty Ltd

PO Box 774 Newport NSW

Email: info@alltradesabseiling.com.au

Phone: 0412 227 578