



PRIVACY POLICY

ERDS is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. Our Privacy Policy has been developed in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

Collection and Use of Personal Information

ERDS will collect and use only Personal Information that we consider necessary for our legitimate business interests. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. This may include to respond to your requests for quotes and information, to deliver our services, to provide you with legitimate Tax Invoices and payment records, to undertake recruitment activities, and to request feedback in order to improve our services.

Personal Information is obtained in many ways including via telephone, email, and correspondence you send us including resumes; via meetings and interviews; by you submitting an inquiry via our website www.erds.com.au; via your website; from media, publications, and other publicly available sources; and from third parties.

ERDS does not collect cookies from its website nor monitor site traffic by other means.

Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

ERDS is unlikely to use Sensitive Information and will do so only with your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

ERDS will not provide your details to other companies for any marketing or promotional purposes. We are also unlikely to disclose personal information to overseas recipients. However, ERDS may share your personal information with other companies we have engaged to provide services for us. Our suppliers are contractually bound to use personal information we share with them only to perform the services we have hired them to provide. ERDS may also share your Personal Information with councils, state government, and electrical and road authorities as required to provide you with requested electrical planning, design and approval services. By submitting your information to ERDS, you consent to us sharing the information.

ERDS will not distribute your contact details, including your email address to any other third party without your consent. We will only release information about you if you provide us with a written direction to do so or if we are required by law.

Security of Personal Information

ERDS uses industry standard security measures to protect the information under our control, including but not limited to firewalls, encryption, and restricted network drives. Although the inherent dangers of technology means we cannot absolutely guarantee the protection of your information, ERDS aims to minimise the risk of loss, misuse, or alteration by sharing information only with those persons who need access to undertake authorised work-related duties and by monitoring and auditing our IT and business management systems at regular intervals.

In the unlikely event of a data breach, ERDS will comply with its obligation under the Privacy Act to notify individuals whose Personal Information has been breached.

Retention and Disposal of Personal Information

Any Personal Information you choose to provide to ERDS will be retained in accordance with our business management system policies and procedures. ERDS will take all reasonable steps to retain Personal Information only for as long as we need it or are legally required to hold it. We will delete it from our systems except where we need to continue to hold some details about you after your relationship with us has ended, for example for legal and regulatory purposes or if we need the information to perform services which we are providing to you now or in the future.

When your Personal Information is no longer required, ERDS will take reasonable steps to destroy or permanently de-identify your Personal Information to ensure confidentiality is maintained.

Accessing your Personal Information

You may access the Personal Information we hold about you. ERDS will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

If you wish to access your Personal Information, please submit a written request to our Business Services Manager at admin@erds.com.au.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

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

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy or believe there has been a breach of the Australian Privacy Principles, please contact our Business Services Manager, who will investigate and respond to you in a timely manner.

Address: PO Box 578 Morningside QLD 4107

Phone: (07) 3518 3100

Email: admin@erds.com.au