

Modular Cranes Pty Ltd Website Privacy Statement

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1. Purpose, Scope and APPs

We are committed to managing your personal information in an open and transparent way. This statement explains:

- What personal information we collect;
- Why we collect it (to respond to your enquiries, deliver services, comply with legal obligations, and improve our website);
- How you can access and correct it; and
- Your rights under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs).

2. Collection of Personal Information

At or before the time of collection, we will tell you:

- What we are collecting (e.g. name, email, phone, company, technical data such as IP address and cookies);
- Why we need it (to respond to your enquiry, send invoices, deliver marketing only if you opt in, maintain site functionality, etc.); and
- What happens if you don't provide it (we may be unable to respond to or process your enquiry).

You may choose to browse our site anonymously, but to contact us via the enquiry form you must provide your name and email.

3. Use and Disclosure of Personal Information

We use your information to:

- Respond to and manage your enquiries and orders;
- Send invoices and order updates;
- Provide news, updates and marketing (only where you've opted in);
- Improve our services, website performance and security; and
- Comply with legal obligations.

We disclose personal information only to:

- Our service providers (e.g. cloud hosting in NZ, SG, USA) on a need-to-know basis;
- Regulatory bodies if legally required; or
- Third parties with your consent.

4. Cross-border Safeguards

Where we disclose data overseas, we take reasonable steps (such as contractual privacy clauses or checking their policies) to ensure those recipients handle personal information in accordance with the APPs.

5. Data Quality & Security

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. We protect it from misuse, interference, loss, and unauthorised access by implementing appropriate technical and organisational safeguards (e.g. encryption, access controls, regular security reviews).

6. Direct Marketing

Every marketing email includes an easy unsubscribe link and/or by email: **sales@modularcranes.com.au** so you can opt out at any time

7. Access, Correction & Complaints

You can request access to or correction of your personal information by contacting us at **sales@modularcranes.com.au**. We aim to respond within 30 days.

If you have a privacy complaint, please contact us first so we can try to resolve it. If you remain dissatisfied, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC) or access an External Dispute Resolution scheme in which we participate.

8. Cookies & Analytics

Our website uses cookies and Google Analytics to understand visitor behaviour and improve site performance. You can disable cookies via your browser settings, but this may limit your access to certain features.

9. Changes to This Statement

We may update this Privacy Statement from time to time. The latest version will always be posted here with a revision date.

Revision date: 23 June 2025

Modular Cranes Pty Ltd respects your privacy and operates under the Privacy Act 1988 (Cth). For more detail on your rights, see www.oaic.gov.au.