

Privacy Policy

Tekk Group WA Pty - ABN 23 677 697 844

Effective Date: 01/09/2025

1. Introduction

Tekk Group WA Pty Ltd respects your privacy and is committed to protecting the personal information we collect, store, use, and disclose.

This Privacy Policy explains how we manage your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By engaging with us, accessing our website, or using our services, you agree to the practices described in this Privacy Policy.

2. What Personal Information We Collect

We may collect personal information that is reasonably necessary for our business operations, including:

- Identification details – name, date of birth, company name, job title
- Contact details – phone number, email address, business or postal address
- Financial details – billing information, payment details
- Service information – details about the services you use with us
- Technical information – IP address, device identifiers, login details, website usage data
- Other information – any details you provide when contacting us, applying for employment, or engaging with our services

We will only collect sensitive information (such as health or biometric data) with your consent or where legally permitted.

3. How We Collect Personal Information

We may collect your personal information:

- Directly from you (via forms, phone calls, emails, meetings, or online interactions)
- When you use our website, platforms, or services
- From third parties (with your consent), such as business partners or service providers
- Automatically, through cookies, analytics, and tracking tools on our website

4. Why We Collect and Use Personal Information

We collect, hold, and use personal information to:

- Provide and improve our recruitment & labour hire services
- Process payments and manage billing
- Respond to enquiries and provide customer support
- For the purposes of obtaining employees work.
- Send important updates, offers, and marketing communications (where permitted by law)
- Comply with legal, regulatory, and contractual obligations
- Recruit and assess potential employees and contractors

You may opt out of marketing communications at any time by following the unsubscribe instructions or contacting us.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Our employees, contractors, and related entities
- Trusted third-party service providers (e.g., secure hosting, payment processors, IT support)
- Business partners, suppliers, and advisors where necessary
- Regulators, law enforcement, or as required by law
- Prospective purchasers or investors in connection with a business transaction

We do not sell your personal information.

6. Data Storage & Cross-Border Disclosure

Your data is stored on secure servers with Australian geo-fencing enabled, which means:

- All files and business data are stored securely within Australian data centres
- Your information does not leave Australia unless you authorise it or unless required by law
- Our providers comply with strict security and privacy standards, including encryption and internationally recognised certifications

This ensures your data remains within Australia and under the protection of the Australian Privacy Principles (APPs).

7. Data Security

We take reasonable technical, physical, and administrative measures to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

7A. Disclaimer on Data Security

While we implement strong safeguards, no method of transmission over the internet or method of electronic storage is completely secure.

By providing us with personal information, you acknowledge and accept the inherent risks of online data transmission and storage. To the maximum extent permitted by law.

8. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purposes outlined in this policy or as required by law.

Where personal information is no longer actively used or required, we will securely delete or de-identify it. As a general rule, we retain inactive customer data for 24 months (2 years). After this period of inactivity, the data will be securely deleted or de-identified unless a longer retention period is required by law (for example, for financial or contractual records).

9. Your Rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction if your information is inaccurate, incomplete, or out of date
- Make a complaint if you believe we have breached the Privacy Act or the APPs

We will respond to all requests and complaints in a timely manner, usually within 30 days.

10. Cookies & Website Tracking

Our website may use cookies and similar technologies to enhance your browsing experience, analyse site usage, and deliver relevant advertising.

You can control or disable cookies through your browser settings, but some site features may not function properly as a result.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law, technology, or our business practices. The most recent version will always be available on our website.

12. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy or how we handle your personal information, please contact us:

Tekk Group WA Pty Ltd

ABN 23 677 697 844

info@tekkgroup.com.au

Phone: 08 6163 0235

Address: 2 / 11 Caloundra Road, Clarkson, 6030