

Privacy Policy

EDMO Australia Pty Ltd

EDMO Australia Pty Ltd (“EDMO”, “we”, “us”, or “our”) is committed to protecting the privacy of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Personal information is any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

This Privacy Policy explains how we collect, use, disclose, and protect personal information, including information collected via our websites, dealer network and authorised service agents.

1. What Information We Collect and Store

- Name, address, email address, and phone number
- Date of birth and identification details (where required)
- Employment details, payment information, or bank account details
- Business and company information (for clients, suppliers, and contractors)
- Any other information you provide to us in relation to our services
- Non-personal information (such as website usage data, IP addresses, and cookies)

2. How We Collect Information

We collect information when you:

- Deal with us directly (in person, by phone, email, or post)
- Deal with our dealer network and authorised service agents
- Use our website, online services, or social media platforms including information collected using various analytics tools
- Apply for employment with us
- Engage us to provide services, or supply goods/services to us
- Subscribe to our newsletters, updates, or promotional material

3. Why We Need to Collect Information and How We Use it

- Provide our services and manage our business relationships
- Process payments and invoices
- Communicate with you, including responding to enquiries
- Send updates, marketing, and promotional materials (you can opt out at any time)
- Recruit staff, contractors, or suppliers
- Comply with legal and regulatory obligations

- Derive scores, ratings, summaries and evaluations relating to your credit worthiness
- Administer, investigate, report and resolve any insurance or other claims, complaints or incidents
- Third party service providers we use in conducting our business such as our dealer network and authorised service agents

4. Disclosure of Information

We may disclose information to:

- Employees, contractors, and service providers assisting us in business operations
- Third-party providers such as IT, cloud storage, payment processors
- Legal, regulatory, or government authorities as required by law
- Other parties with your consent

We will not sell or rent your personal information to third parties.

5. Where Information is stored and Cross-Border Disclosure

- Personal information we collect digitally is held on servers located in Australia. We retain effective control over any personal information held on those servers.
- When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.
- Some service providers we use may store or process information overseas. Where this occurs, we take reasonable steps to ensure your information is handled in accordance with the APPs.

6. Data Security

- We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.
- However, no data transmission over the internet can be guaranteed to be fully secure.

7. Access and Correction

- You may request access to the personal information we hold about you, and request corrections if it is inaccurate, out of date, or incomplete. To do so, please contact us (details below).
- We may require verification of identity before granting access or making corrections.
- It is 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.

8. Cookies and Website Usage

- Our website may use cookies and tracking technologies to improve functionality and user experience. You may choose to disable cookies in your browser, though this may affect website functionality.

9. Direct Marketing

- We may use your information to send you marketing communications. You may opt out at any time by contacting us or using the unsubscribe function in our emails.

10. Complaints

- If you believe we have breached your privacy rights, please contact us. We will investigate and respond promptly.
- If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

11. Contact Us

- For questions about this Privacy Policy or your personal information, please contact us at:
 - EDMO Australia Pty Ltd
 - Email: sales@edmo.com.au
 - Phone: +61 55 912400
 - Address : 6 Olney Crt, Southport Qld 4215