

# Privacy Policy



## 1. Privacy Policy

1.1 Aqualogical Pty Ltd ACN 116 871 544 (ABN 24 116 871 544) trading as Aqualogical ("Aqualogical") takes all reasonable steps to implement processes and procedures to safeguard Personal Information. While not claiming to be a statement of compliance, this Privacy Policy outlines Aqualogical's use, collection, and storage of Personal Information in accordance with the Australian Privacy Principles contained in the *Privacy Act* 1988 (as amended).

1.2 This Privacy Policy applies to all Personal Information collected by Aqualogical in the course of providing services to Clients (Clients) regardless of the source of that Personal Information. This Privacy Policy may be available at <https://aqualogical.com.au/>.

1.3 This Privacy Policy should be read in conjunction with the Terms and Conditions of Aqualogical which may be available at <https://aqualogical.com.au/>.

### 1.4 Definitions

*Personal Information* means information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.

*Privacy Policy* means this PRIVACY policy and amendments made to it.

## 2. Collection of Personal Information

### 2.1 Personal Information

Aqualogical collects Personal Information about Clients and potential Clients to provide the Clients with the services they have requested. If this information is not provided, Aqualogical may not be able to provide Clients with the requested services. Aqualogical endeavours to collect Personal Information from Clients directly.

Personal Information Aqualogical obtains from third parties or publicly available information is limited to circumstances where the Client has consented whether that be expressly or impliedly.

### 2.2 Types of Personal Information Collected

Personal Information Aqualogical collects includes a person's first and last names, email address, business name and any other Personal Information supplied to them.

### 2.3 Purpose of collection and use

Aqualogical collects, holds, uses, and discloses the Personal Information to deliver and improve the services Aqualogical provides to Clients. Generally, Clients are only obliged to provide Aqualogical with information necessary for Aqualogical to provide services to the Client. However, if Clients do not provide Aqualogical with certain types of Personal Information, Aqualogical may be unable to provide the Client the services they have requested.

## 3. Access, correction, and complaints procedure

### 3.1 Accessing Personal Information about you

If a Client would like to access or correct any Personal Information that Aqualogical holds about them, please contact:

Aqualogical Pty Ltd  
B5, 130 Kingston Road  
UNDERWOOD QLD 4119  
Email: [admin@aqualogical.com.au](mailto:admin@aqualogical.com.au)

The Client will need to identify themselves to the reasonable satisfaction of Aqualogical before it will provide the Client with Personal Information about an individual which Aqualogical may or may not have in its possession.

### 3.2 Complaints procedure

If a Client has a complaint about Aqualogical's collection or use of Personal Information pertaining to that Client, then the Client is requested to contact Aqualogical at first instance.

After investigating the Client's complaint and reporting to the Client about an alleged breach of the Australian Privacy Principles and reporting the results of Aqualogical's investigations to the Client, if the Client is not satisfied, then Aqualogical requests that the Client consult:

The Australian Information Privacy Commissioner  
GPO Box 5218  
SYDNEY NSW 2001  
Telephone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

A complaint form can be found at: [https://forms.business.gov.au/smartforms/landing.htm?formCode=APC\\_PC](https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC)

### 3.3 Anonymity and use of pseudonyms

Where practical and reasonable to do so, Aqualogical provides Clients with the opportunity to use pseudonyms in relation to information Clients provide to it. Where appropriate Aqualogical will provide Clients with the option to interact anonymously.

### 3.4 How Aqualogical deals with unsolicited Personal Information

Aqualogical only collects Personal Information about individuals by lawful and fair means.

### 3.5 Notice of Collection of Personal Information

Where possible, Aqualogical notifies the Clients when it is collecting Personal Information about the Clients, the use of which is subject to this Privacy Policy.

## 4. Use of Personal Information in Direct Marketing

### 4.1 Direct Marketing

Aqualogical may use Personal Information for the purposes of promoting goods and services to Clients where they would reasonably expect it to be used for this purpose. If Aqualogical uses a Client's Personal Information to provide them with promotional and marketing information, Aqualogical will provide the Client with an option to opt out of this service.

### 4.2 Opting Out

Clients can unsubscribe to Aqualogical's marketing material by clicking on the functional unsubscribe facility contained in an email or can contact The Privacy Officer on the details set out above.

## 5. Integrity of Personal Information

### 5.1 Security measures taken for Personal Information

Aqualogical takes reasonable steps to protect the Personal Information it holds from misuse and loss and from unauthorised access. Further, Aqualogical takes reasonable steps to destroy or permanently de-identify Personal Information if it is no longer needed for the purpose it was collected.

### 5.2 Accuracy

Aqualogical takes reasonable steps to ensure that the Personal Information it collects, uses, or discloses is accurate, complete, and up to date.

### 5.3 Security

Aqualogical takes reasonable steps to safeguard the disclosure of Personal Information from third parties, contractors, and staff. Aqualogical has up to date procedures and policies relating to information technology as it relates to staff and strives for best practice in this area. This may include training for staff in relation to privacy, access control of sensitive data, clear communication of policies, procedures, and the importance of respecting privacy guidelines.

## 6. Changes to Privacy Policy

This Privacy Policy may change from time to time. The current version of this Privacy Policy can be found at <https://aqualogical.com.au/>. This Privacy Policy was last updated on 12 September 2023.