

Privacy Statement

Privacy and the confidentiality of personal information is important to Pakton and we are committed to protecting privacy by responsibly collecting, using, storing and disclosing the personal information we may hold in a manner consistent with the Federal Privacy ACT 1988 and the minimum standards outlined by its National Privacy Principles (NPPs).

Collection

We generally collect the following kinds of personal information, for the following purposes, in the course of our business.

- Customer , and potential customer, names and contact details, so that we can contact our customers and enquirers to provide goods and/or services, provide updates and information about the customers goods and services and Paktons goods and services, for the purpose of referring enquirers to customers who can provide a good/service that Pakton cannot and to provide other communication that allows the Pakton-customer relationship to be maintained;
- Credit information from credit references as provided by customers so that we can provide credit accounts/payment terms to customers;
- Supplier, and potential supplier, information for the purpose of seeking relevant suppliers to meet Pakton needs and meeting necessary responsibilities, such as payments for goods/services provided;
- Contract details so that we can provide tailored service to our customers;
- Information from applicants interviewed for positions within the company so that we can assess their suitability. Where applicants are unsuccessful, this information is held on file for a period of up to 12 months;
- Information from employees for the purpose of meeting our employer obligations for wages, superannuation, safety, etc.

Where possible, we collect that information from the individual concerned. At the time we collect information, we advise the individual of the relevant purpose, and to whom that information may be disclosed to.

Sometimes, we collect information about individuals from others, such as credit or bank references or from publicly available sources of information.

Whether we collect personal information from an individual or from elsewhere, and whether or not we obtain written consent, we always deal with that information in accordance with this policy.

We endeavour to keep the personal information that we hold accurate and up to date and take steps to correct the information as we become or are made aware of it being inaccurate or out of date.

We will not deliberately collect sensitive information, though sensitive topics may be shared in a caring manner for building and maintaining caring and supportive relationships.

Personal Information and Our Web Site

In addition to information entered into our web site, the site automatically collects information, such as the pages that are requested and accessed and which browser software is being used. We may from time to time collect this information relating to use of our web site. This information enables us to identify the areas of the site which are popular and tailor the site accordingly.

Storage

We take reasonable steps to make sure that personal information is stored securely. Those steps include storing paper records in a physically secure place, and using appropriate access controls in relation to our information systems.

Secure Sites

Redmine is a site that Pakton uses for the purpose of recording and prioritizing employee work tasks and customer product issues, product improvement requests and managing engineering projects. Please see separate Redmine Privacy Statement and Terms of Use.

Use

We use the information outlined above for the purposes set out above. We also analyse information from time to time, in order to improve our business and our products and services. The analysis is primarily performed on aggregated information, but may be performed on information relating to specific individuals.

Disclosure

We may disclose personal information in the following ways:

- We disclose personal information when we are legally required to do so;
- We disclose personal information to others when they carry out tasks for us which are necessary to operate our business. For example, we disclose personal information to the organisation which sends our bulk mail to individuals, or a company who performs repairs on our behalf.
- Where necessary we may provide information to our professional advisers, including our accountants, auditors, lawyers and insurers.

Access

We will provide access to, or a copy of, the information we hold except where:

- Access could pose a serious and imminent threat to the life or health of any individual;
- Access would have an unreasonable impact upon the privacy of others;
- The request is frivolous; or
- Access would jeopardise current legal proceedings or a police investigation.
- We will not adopt as our own identifier of an individual an identifier assigned by a federal government agency (eg a tax file number).

Identifiers

We will not adopt as our own identifier of an individual an identifier assigned by a federal government agency (eg a tax file number).

Anonymity

Individuals will be allowed to deal anonymously with Pakton if it is practicable and preferred. However, due to the nature of our business, we cannot usually allow you to transact with us anonymously. A confidentiality agreement can be requested where required for Pakton to undertake transactions with you when you wish to be assured of keeping your identity and/or project with us confidential from third parties.

Related resources:

Pakton's Company Privacy Policy
Pakton's Employee Privacy Policy
Redmine Privacy Statement and Terms of Use