Mobile Electrics Pty Ltd T/A Mobile Automation
enquiries@mobileautomation.com.au
03 9761 8500 | mobileautomation.com.au
Factory 30, 65–67 Canterbury Rd, Montrose VIC 3765
REC 8904 | ABN 34 076 319 376

Privacy Policy

August 2026

Mobile Electrics Pty Ltd T/A Mobile Automation (ABN 34 076 319 376, REC 8904) respects your privacy. This policy explains what personal information we collect, why we collect it, who we disclose it to, how we protect it, and how you can access it, correct it or make a complaint.

We handle personal information in accordance with the **Privacy Act 1988** (Cth), the Australian Privacy Principles, the **Privacy Regulations 2025** and, where we handle credit information, Part IIIA of the Privacy Act and the **Privacy (Credit Reporting) Code 2025**. Together we call these the **Privacy Laws**.

Who this policy covers

This policy covers personal information about our customers and their representatives, site and project contacts, suppliers, subcontractors, job applicants, guarantors, and visitors to our website. It applies to information we collect in person, on site, by phone, by email, through our website, and through the systems we use to run our business.

1. Key terms

1.1 **Personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

1.2 **Sensitive information** is a category of personal information that includes information about racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union or professional association membership, sexual orientation or practices, criminal record, and health, genetic or biometric information.

1.3 **Credit information** and **credit eligibility information** have the meanings given in Part IIIA of the Privacy Act, and broadly cover information about a person's credit applications, repayment history, defaults and creditworthiness.

1.4 **Personnel** means our employees, contractors, subcontractors, consultants and labour hire workers.

1.5 A copy of the Australian Privacy Principles is available from the Office of the Australian Information Commissioner at oaic.gov.au.

2. Personal information we collect

2.1 We collect personal information that is reasonably necessary for our business. Depending on your dealings with us, this may include:

(a) your name, business name, position, and contact details including address, phone number and email;

(b) billing, account, payment, banking and credit-related information;

(c) site addresses, job and project details, service history, purchase orders, quotes, variations and timesheets;

(d) information you provide through our website, enquiry and quote forms, emails, phone calls, meetings and other correspondence;

(e) information required for safety and compliance, including site inductions, permits, licences, tickets, competencies, insurance and access clearances;

(f) photographs, drawings, schematics, reports, records, test results and certificates relating to work we perform;

(g) supplier, contractor, subcontractor and customer contact information; and

(h) information about job applicants, including resumes, qualifications, licences, references and the results of pre-employment checks.

2.2 If you do not provide the personal information we ask for, we may not be able to quote for or perform work, arrange site access, open or maintain a credit account, assess an application for employment, or otherwise deal with you.

3. Sensitive information

3.1 We generally do not collect sensitive information. Where we do, it is because it is reasonably necessary for safety, compliance, employment, site access, insurance or a legal purpose — for example medical clearances required for a role, fitness-for-work or drug and alcohol testing required under a customer's site rules, injury and incident information, or a police check.

3.2 We collect and use sensitive information only with your consent, or where the collection or use is required or authorised by law, is necessary to prevent a serious threat to life, health or safety, or is necessary for the establishment, exercise or defence of a legal claim.

4. How we collect personal information

4.1 We usually collect personal information directly from you — when you contact us, request a quote, engage our services, complete a form or credit application, provide a purchase order, attend or host a site induction, use our website, or communicate with us by phone or email.

4.2 Where that is not practicable, we may collect it from third parties, including your employer, customers, site managers and principal contractors, suppliers, subcontractors, insurers, professional advisers, credit reporting bodies, referees, recruitment agencies, publicly available sources, and the systems we use to manage jobs and accounts. Where we do, we take reasonable steps to make you aware of the collection unless you have consented or an exception applies.

4.3 If we receive personal information we did not ask for, we will decide whether we could lawfully have collected it. If we could, we will handle it under this policy. If we could not, we will destroy or de-identify it if it is lawful and reasonable to do so.

4.4 Where practicable, you may deal with us anonymously or under a pseudonym — for example when making a general enquiry. This is usually not practicable where we need to identify you to quote, perform work, arrange site access, assess credit or meet a legal obligation.

5. Why we collect, hold, use and disclose personal information

5.1 We collect, hold, use and disclose personal information to:

(a) respond to enquiries and prepare quotes, proposals and budget estimates;

(b) supply industrial electrical, mechanical, automation, robotics, machine safety, maintenance, breakdown and labour supply services;

(c) schedule and manage jobs, Personnel, subcontractors, suppliers, site access and deliveries;

(d) manage accounts, invoicing, payments, credit, debt recovery and administration;

(e) meet our safety, licensing, insurance, tax, legal and compliance obligations, and respond to a regulator;

(f) manage our relationships with customers, suppliers, contractors and Personnel;

(g) recruit, assess, engage and manage Personnel;

(h) improve our services, systems, website and business operations;

(i) send service updates, administrative notices and business communications; and

(j) market our services where permitted by law.

5.2 We may also use personal information for a secondary purpose that is related to the primary purpose, where you would reasonably expect it, or where you consent or the law permits it. We do not sell, rent or trade personal information.

6. Who we disclose personal information to

6.1 We disclose personal information where reasonably required to run our business, provide our services, comply with the law or protect our legitimate business interests. This may include disclosure to:

(a) our Personnel, and the customers, site managers, principal contractors and authorised representatives we work with;

(b) suppliers, wholesalers, equipment vendors and service providers;

(c) software, IT, cloud hosting, website, accounting, payroll and job management providers;

(d) insurers, brokers, lawyers, accountants, bookkeepers and other professional advisers;

(e) banks, payment processors, credit reporting bodies, credit insurers and debt recovery providers;

(f) regulators, government agencies, courts and tribunals where required or permitted by law, including electrical safety, work health and safety and labour hire regulators; and

(g) a purchaser or prospective purchaser of all or part of our business or assets, and anyone else you consent to.

6.2 Where a customer gives us personal information about its own staff, site contacts or operators, we use that information only for the work we are engaged to perform. The customer remains responsible for having the consents and notices it needs to give that information to us.

7. Overseas disclosure

7.1 Some of the service providers we use to run our business — including cloud hosting, email, file storage, accounting and job management platforms, and equipment vendor support portals — may store or process personal information on servers outside Australia, including in the United States, the European Union, the United Kingdom, Singapore and New Zealand.

7.2 Where personal information is disclosed overseas, we take reasonable steps to ensure the recipient handles it consistently with the Australian Privacy Principles, or we rely on another basis permitted under APP 8. If our overseas disclosure practices change materially, we will update this policy.

8. Credit information and credit reporting

8.1 This clause applies where you apply for a credit account with us, or you give a personal guarantee for a credit account. It should be read with our Terms and Conditions of Trade and our credit application.

8.2 We may collect, hold, use and disclose credit information and credit eligibility information about you, including identification information, credit liability and repayment history information, the fact that a credit provider has made an information request about you, payment and default information, new arrangement information, court proceedings and personal insolvency information, and publicly available information about your creditworthiness.

8.3 We use that information to assess an application for credit or a guarantee, verify your identity, assess your creditworthiness, manage and review your account, notify a credit reporting body or another credit provider of a default, recover a debt, and meet our legal and regulatory obligations.

8.4 We may disclose credit information to credit reporting bodies, our related entities, other credit providers whether or not your account is overdue, credit insurers, mercantile agents and debt collectors, our advisers and financiers, your nominated representatives, and regulators or courts where permitted by law.

8.5 We store credit information using reasonable technical and organisational measures, including access restrictions, firewalls, encryption and reputable cloud providers. When we no longer need it, we destroy or de-identify it in accordance with the Privacy Act.

9. Credit reporting bodies and your credit rights

9.1 If you apply for commercial credit or offer to act as a guarantor, we may disclose credit information to, or collect credit information about you from, the following credit reporting bodies:

(a) CreditorWatch Pty Ltd — Level 49, 25 Martin Place, Sydney NSW 2000 — creditorwatch.com.au — 1300 501 312;

(b) Equifax Pty Limited — 100 Arthur Street, North Sydney NSW 2060 — equifax.com.au — 13 83 32; and

(c) illion Australia Pty Ltd — Level 20, 201 Elizabeth Street, Sydney NSW 2000 — illion.com.au — 13 23 33.

9.2 Each of these bodies publishes its own policy explaining how it manages credit-related personal information, available on its website or on request.

9.3 Credit reporting bodies may use credit information to help credit providers send direct marketing about credit services. This is called credit pre-screening. You have the right to ask a credit reporting body not to use your information for that purpose.

9.4 If you believe on reasonable grounds that you have been, or are likely to be, a victim of fraud, you may ask a credit reporting body not to use or disclose your credit reporting information for a period.

9.5 You may ask us for access to, or correction of, the credit information we hold about you. We will respond within 30 days. If you are not satisfied, you may complain to us under clause 15 and then to the Office of the Australian Information Commissioner.

10. Personnel, contractor and job applicant information

10.1 We collect personal information about Personnel and job applicants to recruit, assess, engage, pay, supervise and manage them, to meet our obligations under work health and safety, electrical and labour hire licensing, industrial and tax laws, and to demonstrate competency to customers and regulators.

10.2 Where we supply Personnel to work at a customer's site, we may disclose what the customer reasonably needs for induction, site access, supervision and safety — including name, role, licences, tickets, competencies and relevant medical clearances, and no more.

10.3 Acts and practices directly relating to an employee record of a current or former employee are exempt from the Australian Privacy Principles under the Privacy Act. We nonetheless aim to handle employee records consistently with this policy.

11. Site, safety and project information

11.1 When we work at a site we may collect and hold information that identifies individuals, including induction and sign-in records, permits and isolation records, competency and licence records, incident and near miss reports, and photographs or video of plant and work areas.

11.2 We may be recorded by a customer's site cameras or access control systems. Those recordings are held by the site operator under its own privacy policy, not ours.

11.3 We may use photographs of completed work for internal records, quality assurance, training and marketing. We will not identify a customer, site or individual in external marketing without consent, or use material a customer has told us is confidential.

12. Direct marketing

12.1 We may use your business contact details to send you information about our services, capability updates, case studies and invitations. We do this only where permitted by law, and every marketing message includes a way to opt out.

12.2 You can ask us at any time to stop sending marketing material, or to stop disclosing your information for marketing purposes, by emailing enquiries@mobileautomation.com.au. We will action your request within a reasonable period and will not charge you for it.

13. Our website, cookies and analytics

13.1 Our website may use cookies, analytics tools and similar technologies to understand traffic, improve the experience, monitor performance and support marketing. Our web host and internet service provider may log your IP address, browser type, the pages you visit and the date, time and duration of your visit. We use this for statistical purposes and do not attempt to identify individuals from browsing activity alone.

13.2 You can usually set your browser to refuse cookies, though some parts of the website may not work properly if you do. We are not responsible for the content or privacy practices of third-party websites we link to.

14. Automated decision-making

14.1 We do not use computer programs to make decisions about you that could reasonably be expected to significantly affect your rights or interests. Decisions about quoting, credit, engagement and employment are made by our people.

14.2 We may use automated tools to support those decisions — for example a credit reporting body's score, or software that flags an overdue account. A person reviews the outcome before we act. If this changes, we will update this policy to describe the personal information used and the decisions involved.

15. Security, retention and destruction

15.1 We take reasonable technical and organisational steps to protect personal information from misuse, interference and loss and from unauthorised access, modification or disclosure. These include access controls, multi-factor authentication, encryption, firewalls and anti-malware, reputable third-party providers, staff training and secure storage of paper records.

15.2 No method of transmission or storage is completely secure, and there is a residual risk in transmitting information electronically. We cannot guarantee absolute security.

15.3 We keep personal information only as long as we need it for the purposes described in this policy or as required by law. Job, project, safety and financial records are generally kept for a minimum of seven years, and longer where a longer period is required by law or where records may be needed for a claim, a warranty or a statutory limitation period. When information is no longer needed, we destroy it securely or de-identify it.

16. Data breaches

16.1 If we suspect a data breach involving personal information, we will contain it, assess it within 30 days of becoming aware of it, and take steps to remediate the harm.

16.2 If we conclude an eligible data breach is likely to result in serious harm, we will notify the affected individuals and the Office of the Australian Information Commissioner as soon as practicable, as required by the Notifiable Data Breaches scheme.

17. Access and correction

17.1 You may ask us for access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete or misleading. Email enquiries@mobileautomation.com.au or write to us at the address below. We may need to verify your identity first.

17.2 We will respond within 30 days. We do not charge for making a request, but we may charge a reasonable administrative fee for providing a copy of the information.

17.3 In some cases we may refuse access or correction where the Privacy Act permits — for example where giving access would threaten life, health or safety, unreasonably affect another person's privacy, relate to legal proceedings between us, prejudice an investigation of unlawful activity, or be unlawful, or where the request is frivolous or vexatious. If we refuse, we will give written reasons and explain how to complain.

18. Complaints

18.1 If you have a privacy concern or believe we have not handled your personal or credit information in accordance with the Privacy Laws, please contact us in writing at enquiries@mobileautomation.com.au. It helps if you tell us what happened and what outcome you are seeking.

18.2 We will acknowledge your complaint within 7 days and aim to respond within 30 days. If we need longer, we will tell you why and keep you informed.

18.3 If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner at oaic.gov.au, by phone on 1300 363 992, or by writing to GPO Box 5218, Sydney NSW 2001.

19. Changes to this policy and how to contact us

19.1 We may update this policy from time to time. The current version is available free of charge on our website at mobileautomation.com.au or on request, and applies from the date it is published.

19.2 For any privacy enquiry, access or correction request, or complaint, contact us at:

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