

iQRenew Privacy Policy

iQRenew Pty Ltd is bound by the Privacy Act 1988 (Cth) and by corresponding legislation of the States and Territories in which we operate (we refer to the Commonwealth and State legislation together as Privacy Laws). Under the Privacy Act the Federal Privacy Commissioner has published the Australian Privacy Principles. These principles and the Privacy Laws govern how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information.

Personal information

The term personal information in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained. We only collect personal information that is relevant and necessary for our business operations which might include, but is not limited to service providers, customers and shareholders.

Whenever we collect personal information:

We will notify you that we are collecting it and the intended use of the collection.

- We will only use the personal information for its intended use or for purposes consistent with that use.
- We will not transfer personal information to third parties except:
 - as described in this Privacy Policy
 - as required or authorised under the Privacy Laws
 - or as otherwise required by law.
- We may use the personal information collected to respond to your specific requests.

How do we collect your personal information?

When you communicate with us, sign an agreement with us, enter a contact us form or newsletter sign up we may request personal information including: name, phone number, email address, post code and other details.

Do we collect any other information?

Each time users visit our website, we collect information electronically about their use of our website, which may include the following:

- The date and time of visits
- Which pages are viewed
- How users navigate through the site and interact with pages (including fields completed in forms and applications completed)
- Location information about users
- Information about the device used to visit our website, and
- IP addresses.

Our use of cookies

We use technology called cookies when you visit our site. Cookies are small pieces of information stored on your hard drive or in memory. They can record information about your visit to the site, allowing it to remember you the next time you visit and provide a more meaningful experience. Most browsers accept cookies automatically. Visitors can set their browser to reject cookies or to alert them when they are being sent. However, cookies are required for website users to access password-protected areas and applications. We do not use cookies to retrieve information other than the information that was originally sent in a cookie.

How do we protect your personal information?

We protect your personal information by maintaining a range of physical and electronic safeguards to ensure the security, integrity, and privacy of your information. These safeguards include technological protections, security controls and internal processes to protect your information from unauthorised access and disclosure. The level of our security is appropriate to the sensitivity of information. We may destroy or de-identify personal information which we store, after the relevant period of time for which we are required to store personal information under contractual or statutory obligations or when we consider it reasonable to do so.

Updating our Privacy Policy

We may need to update this Privacy Policy from time to time. If we do, we will post the updated version on our website together with the date from which it takes effect.

Complaints

If you have any complaints or questions about this privacy policy or our conduct in relation to Privacy Laws, please contact us at info@iqrenew.com and we will investigate and respond to your complaint or query.

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