Privacy Policy

Rubix Water Pty Ltd ("Rubix Water", "we", "our" or "us") recognises the importance of protecting the privacy of personal information. We are committed to managing personal information responsibly and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store and protect personal information obtained through our business operations, website and interactions with customers, suppliers, contractors and other stakeholders.

Personal Information

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

Examples of personal information we may collect include:

- Name
- Company or business name
- Position or job title
- Postal and billing address
- Email address
- Telephone number
- Project information
- Payment or billing details
- Records of communications and dealings with Rubix Water

Sensitive Information

"Sensitive information" has the meaning given under the Privacy Act and includes information relating to an individual's:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union or professional association membership
- Criminal record
- Health information
- Biometric information (where applicable)

Rubix Water will only collect sensitive information where it is reasonably necessary for our business activities and where the individual has consented, or where authorised or required by law.

Collection of Personal Information

Rubix Water collects personal information that is reasonably necessary to conduct our business and provide our products and services.

We may collect personal information to:

- Respond to enquiries and provide quotations
- Supply water treatment, filtration and related products and services
- Establish and manage customer and supplier relationships
- Process orders, invoices and payments
- Register suppliers, contractors and consultants
- Ensure the health, safety and welfare of persons attending our workplaces or project sites
- Comply with legal, regulatory and contractual obligations
- Administer warranties, maintenance and ongoing customer support
- Improve our products, services and customer experience

Personal information may be collected:

- Directly from you
- Through our website
- Via email, telephone or written correspondence
- During meetings or site visits
- Through contracts and purchase orders
- From publicly available sources
- From referrals where appropriate and lawful

If Rubix Water receives unsolicited personal information that we could not have lawfully collected, we will destroy or de-identify that information as soon as reasonably practicable.

Website and Cookies

Our website may collect technical information including:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access
- Referring websites

We may use cookies and similar technologies to improve website functionality, analyse website traffic and enhance user experience. Users can disable cookies through their browser settings, although some website features may not function correctly.

Use of Personal Information

Rubix Water will only use personal information for the purposes for which it was collected or for related purposes permitted under the Privacy Act.

These purposes include:

- Providing products and services
- Preparing quotations and proposals
- Managing projects and service delivery
- Customer support and communication
- Supplier and contractor management
- Processing payments and accounts
- Meeting legal and regulatory obligations
- Protecting the safety of our employees, contractors and visitors
- Improving our operations, products and services

Where appropriate, we may engage trusted third-party service providers to assist us in delivering our services. These providers are required to maintain appropriate privacy and security standards.

Disclosure of Personal Information

Rubix Water does not sell, rent or trade personal information.

We may disclose personal information to:

- Employees who require the information to perform their duties
- Contractors and consultants engaged by Rubix Water
- Professional advisers
- Cloud service providers and IT support providers
- Payment processors
- Government authorities or regulators where required by law
- Other parties where authorised or consented to by the individual

Rubix Water will not disclose personal information to third parties for their own marketing purposes.

Where personal information is disclosed to overseas recipients, Rubix Water will take reasonable steps to ensure that appropriate privacy protections are in place.

Security of Personal Information

Rubix Water stores personal information in both electronic and physical records.

We implement reasonable administrative, physical and technical safeguards to protect personal information from:

- Misuse
- Loss
- Unauthorised access
- Modification
- Disclosure
- Destruction

Security measures include:

- Secure electronic systems
- Password and access controls
- Restricted staff access based on business need
- Secure storage of physical records
- Staff training regarding privacy obligations

When personal information is no longer required, we will securely destroy or permanently de-identify the information unless we are required by law to retain it.

Access and Correction

Individuals may request access to personal information held by Rubix Water and request correction of inaccurate, incomplete or out-of-date information.

Requests should be submitted using the contact details below.

Where access cannot be provided, Rubix Water will provide written reasons for the refusal unless prohibited by law and will explain the available complaint process.

Marketing Communications

Rubix Water may occasionally send information regarding our products, services or industry updates where permitted by law.

Recipients may opt out of receiving marketing communications at any time by following the unsubscribe instructions or contacting us directly.

Complaints

If you believe Rubix Water has breached the Australian Privacy Principles or mishandled your personal information, please contact us in writing.

We will acknowledge your complaint promptly and aim to investigate and respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Further information is available at www.oaic.gov.au.

Changes to this Privacy Policy

Rubix Water may update this Privacy Policy from time to time to reflect changes in legislation, technology or our business practices.

The current version will always be available on our website. We encourage you to review this policy periodically.