



FIRE SAFETY & COMPLIANCE

Privacy Policy

Version 1.0 | Effective: July 2025 | Firevolt Pty Ltd (ABN: 18662681950)

Firevolt Pty Ltd ("Firevolt", "we", "us", "our") is committed to protecting the privacy of our clients, site contacts, and anyone else whose personal information we handle. This Privacy Policy explains what information we collect, why we collect it, how we use and protect it, and your rights in relation to it.

We handle personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. By engaging Firevolt for services or providing us with your personal information, you consent to the practices described in this Policy.

1. Who This Policy Applies To

This Policy applies to personal information we collect about:

- clients and client representatives (including owners, directors, managers, and accounts contacts);
- site contacts and building managers at properties we service;
- employees and staff at client sites (for example, participants in fire warden training or test and tag records);
- people who contact us via our website, phone, or email; and
- subcontractors and suppliers we engage to deliver services.

2. What Personal Information We Collect

The types of personal information we collect depend on the nature of our relationship with you. This may include:

- **Contact information:** name, job title, business name, email address, phone number, and postal or site address.
- **Site and equipment information:** details about the premises we service, including floor plans, equipment locations, emergency system layouts, and access requirements. Where this information identifies individuals (such as named fire wardens or emergency coordinators), it is treated as personal information.
- **Training and certification records:** names and employer details of individuals who complete fire warden training or other courses delivered by Firevolt, along with attendance records and certificates issued.
- **Test and tag records:** names or identifiers associated with portable electrical equipment tested at a client's premises, where those identifiers relate to an individual.
- **Financial information:** billing name, address, and payment details sufficient to process invoices. We do not store full credit card numbers.
- **Communications:** records of emails, messages, and other correspondence between you and Firevolt.

- **Website data:** if you contact us through our website, we may collect your name, email address, and the content of your enquiry. Our website may also collect technical information such as IP addresses through cookies or analytics tools.

We only collect personal information that is reasonably necessary for our business functions. We do not collect sensitive information (such as health or financial account information) unless it is directly relevant to a specific service and you have consented to its collection.

3. How We Collect Personal Information

We collect personal information in the following ways:

- **Directly from you** — when you request a quote, accept a quotation, contact us by phone or email, or engage us to provide services.
- **From your representatives** — where a property manager, head contractor, or employer engages us on your behalf and provides your details as a site contact or training participant.
- **During the performance of services** — when our technicians attend your premises and record information about equipment, site layouts, or personnel as part of delivering compliance services.
- **Through our website** — when you submit an enquiry form or interact with our website at firevolt.com.au.
- **From publicly available sources** — such as business directories or company websites, where we are researching a prospective client or verifying contact information.

Where we collect your personal information indirectly (for example, through your employer or building manager), we will take reasonable steps to ensure you are made aware of this Policy.

4. Why We Collect and Use Personal Information

We collect and use personal information for the following purposes:

- to provide fire safety and compliance services, including fire extinguisher servicing, smoke alarm testing, test and tag, fire warden training, emergency planning, safety audits, WHS support, and fire suppression system work;
- to prepare and issue quotations, invoices, compliance certificates, and service records;
- to schedule and coordinate service appointments and recurring maintenance visits;
- to communicate with you about your account, upcoming services, and compliance obligations;
- to engage and manage subcontractors who assist in delivering services at your site;
- to comply with our legal and regulatory obligations, including under the Queensland Fire and Emergency Services Act 1990, the Building Fire Safety Regulation 2008, and applicable Australian Standards;
- to respond to enquiries, complaints, or claims;
- to maintain and improve our internal systems, scheduling, and service delivery; and
- to send service reminders and, where you have consented, information about Firevolt services that may be relevant to your business.

We will not use your personal information for any purpose that is unrelated to the above without your consent.

5. Who We Share Personal Information With

We may disclose your personal information to the following types of recipients:

- **Subcontractors:** where we engage a licensed subcontractor to perform part of a service at your premises, we may share relevant site information, access details, and contact names with that subcontractor to the extent necessary to perform the work. Our subcontractors are required to handle your information securely and only for the purpose of delivering the relevant service.
- **Our insurer:** where a claim or incident arises in connection with our services, we may disclose relevant information to AWIB Pty Ltd t/as Global Underwriting (our insurance provider) and Lloyd's of London as required to manage that claim.
- **Regulatory authorities:** where we are required by law to disclose information to Queensland Fire and Emergency Services, WorkSafe Queensland, or another regulatory body.
- **Service providers:** we use third-party software and platforms to manage our business operations, including job management (AroFlo), accounting, and email. These providers may process your data on our behalf and are required to maintain appropriate privacy and security standards.
- **Debt recovery:** where an invoice remains unpaid, we may disclose relevant information to a debt collection agency or legal representative to recover the outstanding amount.
- **Building owners and property managers:** where compliance certificates or service records relating to your premises are required to be shared with the building owner, body corporate, or managing agent as part of a regulatory or contractual obligation.

We do not sell, rent, or trade personal information to third parties for marketing or commercial purposes.

6. Storage and Security of Personal Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification, or disclosure. Our security measures include:

- storing client and job records in password-protected systems (including AroFlo job management software);
- limiting access to personal information to Firevolt personnel and subcontractors who need it to perform their role;
- using secure email and file transfer practices when sharing information with subcontractors or clients; and
- disposing of physical documents containing personal information securely when no longer required.

While we take these precautions, no data transmission or storage system is completely secure. If you have reason to believe that your information held by Firevolt has been compromised, please contact us immediately using the details in Section 10.

Personal information is stored on servers located in Australia. Where any third-party software we use stores data overseas, we take reasonable steps to ensure that provider maintains standards consistent with the Australian Privacy Principles.

7. How Long We Retain Personal Information

We retain personal information for as long as it is needed for the purpose for which it was collected, or as required by law. In practice, this means:

- **Service and compliance records** (including certificates, test and tag records, and inspection reports) are retained for a minimum of 7 years, consistent with Australian record-keeping requirements for fire safety compliance documentation.
- **Financial and invoicing records** are retained for a minimum of 5 years as required by the Australian Tax Office.
- **Training records** (including fire warden attendance and certificates) are retained for a minimum of 3 years or longer if required by the client's industry regulator.
- **General correspondence and contact records** are retained for as long as the business relationship is active and for a reasonable period afterwards.

When personal information is no longer required, we will take reasonable steps to destroy or de-identify it securely.

8. Emergency Plans and Site Documentation

Where Firevolt prepares Emergency Plans, evacuation diagrams, or warden registers for your premises, these documents will typically include the names and contact details of fire wardens, emergency coordinators, and other key personnel at your site. This is a requirement of the Building Fire Safety Regulation 2008 (Qld) and relevant Australian Standards.

These documents are provided to you as the client and may also need to be displayed at your premises or provided to Queensland Fire and Emergency Services upon request. It is your responsibility as the building occupier or owner to manage access to these documents and to update Firevolt when personnel listed in them change.

Firevolt retains a copy of Emergency Plans and evacuation diagrams we have prepared for our records. We will not share these documents with any party other than those listed in Section 5 without your prior consent.

9. Your Rights

Under the Australian Privacy Principles, you have the right to:

- **Access** the personal information Firevolt holds about you, subject to limited exceptions under the Privacy Act;
- **Correct** personal information that is inaccurate, out of date, incomplete, irrelevant, or misleading;
- **Request deletion** of personal information we hold about you, where we are not legally required to retain it; and

- **Complain** if you believe we have handled your personal information in a way that does not comply with the Australian Privacy Principles.

To exercise any of these rights, contact us using the details in Section 10. We will respond to your request within 30 days. In some cases, we may need to verify your identity before processing your request.

If you are not satisfied with our response to a privacy complaint, you may contact the **Office of the Australian Information Commissioner (OAIC)** at [oaic.gov.au](https://www.oaic.gov.au) or by calling **1300 363 992**.

10. Marketing and Communications

We may use your contact details to send you service reminders, compliance due date notifications, and information about Firevolt services that may be relevant to your business. These communications are related to the services you have engaged us to provide.

If we wish to send you promotional material unrelated to your existing services, we will obtain your consent first. You can opt out of marketing communications at any time by contacting us or clicking the unsubscribe link in any email we send.

We do not share your contact details with third parties for marketing purposes.

11. Website and Cookies

Our website at firevolt.com.au may collect non-personal technical information such as browser type, pages visited, and time spent on pages through analytics tools (such as Google Analytics). This information is used in aggregate form to improve our website and does not identify individuals.

If you submit an enquiry through our website, your name, email address, phone number, and message content will be collected and used to respond to your enquiry. This information may be stored in our CRM system.

Our website may use cookies to improve your browsing experience. You can configure your browser to refuse cookies, though this may affect some functionality of our website.

12. Changes to This Policy

Firevolt may update this Privacy Policy from time to time to reflect changes in our business practices, technology, or legal obligations. The current version will always be available at **firevolt.com.au/policy**. We will notify clients of material changes where practicable.

The date at the top of this Policy indicates when it was last updated. Your continued engagement with Firevolt after an update constitutes acceptance of the revised Policy.

13. Contact Us

For any privacy-related enquiries, requests to access or correct your personal information, or complaints about how we have handled your information, please contact us:

Firevolt Pty Ltd

ABN: 18662681950

South East Queensland, Australia

Email: operations@firevolt.com.au

Phone: 1300 533 294

Website: firevolt.com.au

We aim to respond to all privacy enquiries within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.