



Privacy Policy

Introduction

Siltech PMR Pty Ltd (“Siltech”, “we”, “our” or “us”) is a privately owned Australian company operating throughout Australia.

Siltech is committed to protecting the privacy and confidentiality of personal information. We comply with the Privacy Act 1988 (Cth) (“Privacy Act”), including the Australian Privacy Principles (“APPs”), in relation to the collection, use, storage and disclosure of personal information.

This Privacy Policy effective 14th May 2026, explains how we collect, use, disclose and protect personal information.

What Personal Information We Collect

In the course of conducting our business operations, we may collect and hold personal information about customers, prospective customers, contractors, suppliers, service providers, employees, agents and representatives of organisations we deal with.

The types of personal information we may collect include:

- full name and contact details;
- residential or business address;
- email address and telephone number;
- identification information;
- financial and banking details;
- transaction and account history;
- credit-related information and supporting documentation;
- personal references;
- employment or business information; and
- any other information reasonably necessary for our business activities and legal obligations.

Where required by law, we may retain personal information after a business relationship or transaction has ended.



How We Collect Personal Information

Where practical and reasonable, we collect personal information directly from the individual concerned.

We may collect personal information when you:

- communicate with us in person;
- contact us by telephone;
- send correspondence by email or post;
- complete forms or applications;
- submit information through our website or online services; or
- engage with our products or services.

In some circumstances, we may collect personal information from third parties where permitted by law, including from:

- related entities or business partners;
- credit reporting bodies;
- contractors, suppliers or service providers;
- authorised representatives;
- publicly available sources; or
- other third parties where you have consented or where collection is otherwise lawful.

How We Use Personal Information

We collect, hold and use personal information for purposes including:

- providing products and services;
- processing transactions and payments;
- verifying identity;
- administering accounts and business relationships;
- complying with legal and regulatory obligations;
- conducting risk assessments and credit checks;
- improving our products, services and website functionality;
- responding to enquiries and customer support requests; and
- marketing and promotional communications.



Where we use personal information for direct marketing purposes, individuals may opt out at any time by contacting our Privacy Officer.

Disclosure of Personal Information

Siltech may disclose personal information to third parties where reasonably necessary for our business operations or where required or authorised by law.

This may include disclosure to:

- contractors and suppliers;
- professional advisers;
- related entities;
- financial institutions and payment processors;
- IT service providers and cloud storage providers;
- credit reporting agencies;
- debt recovery agencies;
- regulatory authorities; and
- other organisations assisting us in delivering services.

Some third-party service providers may be located overseas. Where personal information is disclosed overseas, we take reasonable steps to ensure those parties handle personal information in accordance with Australian privacy laws and appropriate confidentiality obligations.

We do not sell personal information to third parties.

Access to and Correction of Personal Information

You may request access to the personal information we hold about you and request corrections where necessary.

Requests for access or correction should be directed to our Privacy Officer using the contact details provided below.

We will respond to requests within a reasonable timeframe and in accordance with the Privacy Act. In some circumstances, access may be refused where permitted by law.



Privacy Complaints

If you believe we have breached the Privacy Act or mishandled your personal information, you may lodge a complaint with us.

Complaints should be directed to our Privacy Officer. We will investigate complaints promptly and respond within a reasonable timeframe.

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

Electronic Communications

If you contact us by email, SMS, WhatsApp or other electronic communication platforms, we may retain your contact details and any personal information contained in the correspondence, attachments, images or shared documents.

You should avoid sending sensitive information via unsecured channels where possible.

Any communications received from Siltech may contain confidential information and should not be copied, distributed or disclosed without authorisation.

Website and Online Services

We may collect limited information when you visit our website, including browser type, IP address, pages visited and usage information to improve website performance and user experience. Personal information will only be collected through our website where you voluntarily provide it, including by:

- submitting online forms;
- making enquiries; or



- requesting contact from us.

Our website may contain links to third-party websites. Siltech is not responsible for the privacy practices or content of external websites.

Website Security

Siltech takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- secure servers;
- encryption technologies;
- restricted access controls;
- password protections; and
- secure data storage systems.

While we take reasonable precautions, no method of electronic transmission or storage is completely secure.

CCTV Surveillance

Siltech may operate closed-circuit television (“CCTV”) systems at certain business premises, facilities, work sites or operational locations for purposes including:

- workplace health and safety;
- site and asset security;
- incident investigation;
- fraud prevention;
- crime prevention and detection; and
- protecting employees, contractors, customers and visitors.

CCTV footage may capture images of individuals attending or accessing Siltech premises or operational areas.



Recorded footage is stored securely and access is restricted to authorised personnel and service providers where reasonably necessary. CCTV footage may be disclosed to law enforcement agencies, regulatory authorities or other parties where required or authorised by law.

Unless required for investigations or legal purposes, CCTV footage is retained only for as long as reasonably necessary.

Cookies

Our website may use cookies and similar technologies to improve website functionality and analyse website traffic.

Cookies may collect non-identifiable information regarding website usage and user preferences. Users may disable cookies through their browser settings, although some website functions may be affected.

Changes to this Privacy Policy

Siltech may update this Privacy Policy from time to time to reflect changes in legal requirements, business practices or technology.

The latest version will always be available on our website.

Contact Us

For questions, requests or complaints regarding this Privacy Policy or the handling of personal information, please contact:

Privacy Officer

Siltech PMR Pty Ltd

PO Box 21, 220 Barry Road, Campbellfield VIC 3061

Telephone: 03 9357 9540

Email: trading@siltechpmr.com.au