

# Privacy Policy

Effective 9 October 2026

Adelaide Scaffold Solutions Pty Ltd trading as Oldfields Scaffolding SA & WA (we, us or our) handles personal information across our South Australian and Western Australian operations in accordance with the Privacy Act 1988 and Australian Privacy Principles. This policy covers our website, enquiries, customers, suppliers and job applicants.

## Information we collect and why

We collect names, contact and business details, site and billing addresses, project requirements, correspondence, transaction records and documents you provide. Where relevant, this includes credit application and guarantee details, payment and credit card security details, site photographs, and applicants' résumés, qualifications and references. Website services may collect IP addresses, browser details and usage data. We use information to respond to enquiries, quote, provide services, manage accounts and payments, assess applications, improve services and meet legal obligations.

## How we collect information

We collect information directly from you, your authorised representatives and relevant third parties, such as project contacts and referees. You may remain anonymous or use a pseudonym where practicable, but we may need identifying details to quote, provide services or assess applications. We collect sensitive information only where reasonably necessary and with consent, unless otherwise permitted by law.

## Sharing information and overseas handling

We use service providers including AWS, Microsoft 365, ScaffM8, Wix, Appenate, Xero and Employment Hero. We may disclose relevant information to service providers, IT support, professional advisers, insurers and contractors for the purposes above, or where required or authorised by law. We do not sell personal information. Overseas handling may occur: Wix identifies storage in the United States and Ireland; Appenate identifies overseas processors in the United States, United Kingdom and Germany. Other providers' locations depend on their services and our account arrangements. We take reasonable steps required by Australian privacy law in relation to overseas disclosures.

## Marketing and website technologies

We send promotional emails or SMS with express or inferred consent as permitted by the Spam Act 2003. Making an enquiry does not automatically subscribe you to marketing. Marketing messages identify us and provide a simple, free unsubscribe option; we action requests within five working days. Necessary service messages may continue. Our website and enabled services may use cookies and browser storage for functionality, preferences and usage analysis. Browser settings can restrict these, which may affect functionality.

## Security and retention

We hold information electronically and, where needed, in paper records. We take reasonable steps to protect it from misuse, interference, loss and unauthorised access, modification or disclosure. We retain information as reasonably needed for business purposes and legal, contractual or insurance obligations, then take reasonable steps to destroy or de-identify it. We may retain minimal unsubscribe records to prevent further marketing.

## Access correction and complaints

You may request access to, or correction of, your personal information or complain about its handling by contacting our Privacy Officer below. We may verify your identity and will respond within a reasonable time. We investigate complaints and aim to respond in writing within 30 days; if more time is needed, we will explain why. We explain any lawful refusal of access or correction and available complaint options. If unresolved, you may complain to the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## Contact and policy updates

Privacy Officer | [adelaide@oldfieldssawa.com.au](mailto:adelaide@oldfieldssawa.com.au) | 08 7099 0886

5–7 Peekarra Street, Regency Park SA 5010

We may update this policy. The current version is freely available on our website; contact us for a copy in another format.