

Privacy Policy

QESS Electrical & Security | Last updated: April 2026

1. About This Policy

QESS Group Pty Ltd (trading as QESS Electrical & Security) ('we', 'us', 'our') is committed to protecting the privacy of individuals we deal with. This Privacy Policy explains how we collect, use, disclose, store, and protect personal information in accordance with the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs).

This policy applies to all personal information collected through our website at www.qesswa.com.au and in the course of providing our electrical, security, monitoring, communications, and related services across Western Australia.

We will review and update this policy from time to time. The current version is always available free of charge on our website.

2. Who We Are

QESS Group Pty Ltd

Trading as QESS Electrical & Security

Unit 3/113 Barrington Street, Yangebup WA 6164

Phone: (08) 9418 5797

Email: info@qesswa.com.au

Website: www.qesswa.com.au

3. Our Commitment to Privacy

Australian Privacy Principle 1 — Open and Transparent Management

We manage personal information in an open and transparent way. We have implemented practices, procedures, and systems to ensure compliance with the APPs and to handle enquiries or complaints about our privacy practices. This policy is freely available on our website and will be provided to any individual upon request.

4. Your Options When Dealing With Us

Australian Privacy Principle 2 — Anonymity and Pseudonymity

Where it is lawful and practicable, you have the option of not identifying yourself, or of using a pseudonym, when interacting with us. For example, general website browsing does not require you to identify yourself.

However, to provide quotations, services, invoicing, or monitoring support, we will generally need to identify you. Where identification is required, we will explain why.

5. What Information We Collect and How

Australian Privacy Principle 3 — Collection of Solicited Personal Information

What We Collect

We only collect personal information that is reasonably necessary for our business functions. This may include:

- Full name
- Contact details including phone number, email address, and postal or site address
- Project details and service requirements
- Company name and ABN (for commercial clients)
- Payment information (processed through third-party providers — we do not store card data)
- CCTV footage and access control records where we provide monitoring services
- Technical information such as system configurations relevant to your security installation
- Communications history including emails, phone records, and job notes

We do not collect sensitive information (as defined by the Privacy Act, including health, biometric, or racial information) unless required by law or with your explicit consent.

How We Collect It

We collect personal information directly from you wherever practicable, including:

- When you submit an enquiry via our website contact form
- When you call or email us
- When you engage us to provide services
- When you interact with monitoring or security systems we maintain on your behalf

We may also collect information from third parties such as builders, project managers, or contractors who engage us on your behalf. In those cases, we will take reasonable steps to notify you of the collection as soon as practicable.

6. Information We Did Not Ask For

Australian Privacy Principle 4 — Unsolicited Personal Information

If we receive personal information that we did not ask for, we will assess whether we could have lawfully collected it under our standard collection practices. If we could not have, we will destroy or de-identify the information as soon as practicable, where it is lawful and reasonable to do so.

7. What We Tell You When We Collect Your Information

Australian Privacy Principle 5 — Notification of Collection

At or before the time we collect your personal information (or as soon as practicable after), we will take reasonable steps to make you aware of:

- Our identity and contact details
- The purpose of the collection
- Whether collection is required or authorised by law
- Any third parties to whom we may disclose the information
- How you can access or correct your information
- How you can make a complaint

We provide this information through our website contact form, service agreements, and written or verbal communication at the point of service engagement.

8. How We Use and Share Your Information

Australian Privacy Principle 6 — Use and Disclosure of Personal Information

We use personal information for the primary purpose for which it was collected, or for a related secondary purpose that you would reasonably expect. Primary uses include:

- Preparing and delivering quotations and proposals
- Providing and managing electrical, security, and monitoring services
- Processing payments and issuing invoices
- Scheduling site visits and coordinating with builders and contractors
- Managing ongoing maintenance, monitoring, and support contracts
- Complying with legal, safety, and insurance obligations
- Communicating service updates relevant to your installation

We will not use or disclose your personal information for any other purpose unless you have consented, or an exception under the Privacy Act applies (such as a legal requirement or a serious threat to health or safety).

9. Marketing Communications

Australian Privacy Principle 7 — Direct Marketing

We may use your contact details to send you information about relevant services or promotions where you would reasonably expect to receive such communications and have not opted out.

You can opt out of marketing communications at any time by:

- Emailing us at info@qesswa.com.au with the subject 'Opt Out'
- Calling us on (08) 9418 5797

We will action opt-out requests promptly and at no cost to you. We will never use sensitive information for direct marketing purposes.

10. Sharing Information Overseas

Australian Privacy Principle 8 — Cross-Border Disclosure

Some of the third-party platforms and tools we use, such as cloud storage, email services, or project management software, may store or process data on servers located outside

Australia. Where this occurs, we take reasonable steps to ensure those service providers handle your information in accordance with standards comparable to the APPs, including through contractual arrangements.

We do not knowingly transfer personal information overseas for any purpose other than legitimate service delivery.

11. Government Identifiers

Australian Privacy Principle 9 — Government-Related Identifiers

We do not collect, use, or disclose government-related identifiers (such as Tax File Numbers or Medicare numbers) as our own identifier for individuals. Where we hold an ABN or contractor licence number as part of a business relationship, this is used solely for lawful business and compliance purposes.

12. Keeping Your Information Accurate

Australian Privacy Principle 10 — Quality of Personal Information

We take reasonable steps to ensure that the personal information we collect, use, and disclose is accurate, up-to-date, complete, and relevant. We rely on you to notify us of any changes to your details. You can contact us at any time to update your information.

13. How We Protect Your Information

Australian Privacy Principle 11 — Security of Personal Information

We take the security of personal information seriously and implement reasonable safeguards to protect it from misuse, interference, loss, and unauthorised access, modification, or disclosure. These measures include:

- Secure storage of physical and digital records
- Access controls limiting staff access to information on a need-to-know basis
- Use of reputable third-party platforms with their own security standards
- Staff awareness of privacy and data handling obligations

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

In the event of an eligible data breach (as defined under the Notifiable Data Breaches scheme in the Privacy Act), we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by law.

14. Accessing Your Information

Australian Privacy Principle 12 — Access to Personal Information

You have the right to request access to the personal information we hold about you. To make a request, please contact us at:

Email: info@qesswa.com.au

Phone: (08) 9418 5797

Post: Unit 3/113 Barrington Street, Yangebup WA 6164

We will respond within a reasonable period, generally within 30 days. We will not charge you for making a request, though a reasonable fee may apply for the cost of providing access in complex cases.

In limited circumstances, we may decline access where permitted by the Privacy Act. If we do, we will provide written reasons and advise how you can make a complaint.

15. Correcting Your Information

Australian Privacy Principle 13 — Correction of Personal Information

If you believe that personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant, or misleading, you may request that we correct it. We will take reasonable steps to correct the information and, where appropriate, notify any third parties to whom we previously disclosed it.

If we do not agree to make a correction, we will provide written reasons and allow you to associate a statement with the record noting your request. We will not charge you for making a correction request.

16. Website Data and Cookies

Our website uses Google reCAPTCHA on our contact form. This service is operated by Google LLC and is subject to Google's Privacy Policy and Terms of Service. reCAPTCHA may collect device and usage information to verify that form submissions are made by a person.

Our website may also collect standard technical data such as browser type, IP address, pages visited, and session duration through analytics tools. This information is used in aggregate form to improve our website and is not linked to your personal identity.

Cookies may be placed on your device by our website or third-party tools we use. You can manage cookie preferences through your browser settings.

17. Third-Party Service Providers

We engage third-party service providers to assist with service delivery and business operations. These providers are only given access to personal information necessary for their specific function and are required to handle it in accordance with applicable privacy laws.

Categories of third-party providers we may engage include:

- Monitoring centres for 24/7 alarm and CCTV monitoring services
- Accounting and invoicing software providers
- Email and communication platform providers
- Cloud storage and document management services

- Project management tools

18. Complaints

If you have a concern about how we have handled your personal information, please contact us in the first instance:

Email: info@qesswa.com.au

Phone: (08) 9418 5797

We will acknowledge your complaint promptly and aim to resolve it 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):

Website: www.oaic.gov.au

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

19. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The current version will always be available on our website. We encourage you to review this policy periodically.