Privacy Policy

Hydraulic Energy Australia Pty Ltd ABN 36 141 951 180

Last updated: 29 October 2026

Privacy at a glance

This summary covers the key points. Please read the full policy below for more detail.

Who we are. Hydraulic Energy Australia Pty Ltd ("we", "us", "our") is a full-service hydraulic company based in Beckenham, Western Australia. We provide hydraulic services, engineered solutions and project management, hydraulic parts and sales, and hydraulic equipment hire, mainly to businesses in the oil and gas, mining, defence and marine sectors.

What we collect. Mostly business contact details, such as your name, email address, phone number, the company you work for, and what you are enquiring about. We also collect account, hire and job application details, and our website collects technical and usage information through analytics tools.

Why we collect it. To answer your enquiries, quote and supply our products and services, manage hire equipment and customer accounts, assess job applications, run and improve our website, and meet our legal obligations.

Who we share it with. Service providers who help us run our business and website, such as our IT provider, freight providers, and website analytics and anti-spam providers. Our business systems store data in Australia, although some cloud and website providers may process information overseas. We do not sell your personal information.

Cookies and analytics. Our website uses Google Analytics, Microsoft Clarity and other tools to understand how visitors use the site. Microsoft Clarity can record how you move around and interact with our pages. We do not currently use Google Ads or Meta (Facebook) advertising tracking on our website.

Automated decisions. We do not use computer programs, including artificial intelligence, to make decisions that significantly affect you.

Your choices. You can ask to access or correct the personal information we hold about you.

Questions or complaints. Contact our Privacy Officer on +61 8 9351 8080 or admin@hydraulicenergy.com.au. If you are not happy with our response, you can complain to the Office of the Australian Information Commissioner (OAIC).

Full privacy policy

1. About this policy

This policy explains how Hydraulic Energy Australia Pty Ltd manages personal information. It applies to information we collect through our website (hydraulicenergy.com.au), by phone, by email, in person at our Beckenham facility, on client sites, and through our day-to-day business dealings.

We are bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) contained in it.

"Personal information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This policy does not cover the employee records of our current and former employees. These are handled separately under our internal policies and the employee records exemption in the Privacy Act.

2. The kinds of personal information we collect and hold

Most of the people we deal with are representatives of businesses, such as customers, suppliers and contractors. The personal information we collect depends on how you deal with us, and usually includes:

- **Contact details:** your first and last name, email address, phone number, job title, and the company you work for.
- **Enquiry details:** the subject of your enquiry, the equipment or product you are interested in, and anything you include in your message.
- **Customer and account information:** delivery and billing addresses, purchase orders, quotes, invoices, hire agreements, payment details, and the information you give us in a trade or credit account application, including the results of any credit checks.
- **Supplier and contractor information:** contact details and information needed to engage and pay you.
- **Job applicant information:** your resume, work history, qualifications, licences, and referee details, whether you apply to us directly or through a recruitment agency or job board.
- **Site and facility information:** visitor sign-in details when you visit our Beckenham facility.
- **Website and technical information:** your IP address, device and browser type, approximate location, the pages you visit, how you got to our website (for example a

search engine, an advertising campaign or a link), and how you interact with our pages. See section 7 for more detail.

Sensitive information. We do not ask for sensitive information through our website. When we offer someone a role with us, we may collect health or medical information about them, for example the results of pre-employment medicals and drug and alcohol tests, which is provided to us by the medical providers who carry out those checks. We only collect this information with the person's consent, and only where it is reasonably necessary to assess their fitness for the role and meet our work health and safety obligations.

Dealing with us anonymously. You can browse our website without telling us who you are. You can also make a general phone enquiry without giving your name. However, we need your contact details to send you a quote, supply products or services, or hire equipment to you.

3. How we collect personal information

Directly from you. We collect most personal information directly from you, for example when you:

- fill in the contact form or the "Request Of Price & Availability" equipment hire form on our website
- call us, email us, or visit our Beckenham facility and sign in as a visitor
- request a quote, send us a purchase order, place an order, or hire equipment under a hire agreement
- apply for a trade or credit account with us
- apply for a job with us
- deal with our team on a project or at a client site.

Our website forms ask for your first name, last name, email address, contact number (optional), the subject of your enquiry or the equipment you are interested in, and your message.

From other sources. Sometimes we collect information from someone else, for example:

- from your employer or colleagues, when they give us your contact details for a project or account
- from publicly available sources, such as company websites and business directories
- from third-party credit check providers and trade referees, when you apply for a trade or credit account
- from recruitment agencies and job boards, and from referees, when you apply for a job
- from medical providers, with your consent, when they carry out pre-employment medicals or drug and alcohol tests for new staff.

Automatically through our website. When you visit our website, tools on the site automatically collect technical and usage information, including details of how you arrived at our site (such as the referring website or campaign). When you submit a form, this traffic source information is attached to your enquiry. See section 7.

Unsolicited information. If we receive personal information we did not ask for, and we could not have collected it under the APPs, we will destroy or de-identify it if it is lawful and reasonable to do so.

4. How we hold and protect personal information

We hold personal information electronically in Microsoft 365 (including our email) and our accounting software. We may also hold some paper records at our premises, such as signed hire agreements and visitor sign-in records. Our website and business systems store data in Australia.

Website form submissions are sent to us by email and are also stored in the website's database, which is hosted in Australia.

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure. These steps include:

- using a secure (HTTPS) connection on our website
- using an anti-spam service to filter unwanted and malicious form submissions
- password-protected systems, with access restricted to staff who need it for their role
- an external IT provider that manages and monitors the security of our systems
- requiring our staff to keep personal information confidential
- requiring our service providers to protect personal information.

How long we keep it. We keep personal information only for as long as we need it for the purposes set out in this policy, or for as long as the law requires us to keep it, for example under tax, accounting and employment record-keeping laws. When we no longer need it, we take reasonable steps to securely destroy or de-identify it.

Data breaches. If we have a data breach that is likely to result in serious harm to you, we will notify you and the OAIC as required under the Notifiable Data Breaches scheme.

5. Why we collect, use and disclose personal information

We collect, hold, use and disclose personal information to:

- respond to your enquiries and requests for prices and availability

- prepare quotes and supply hydraulic services, engineered solutions, parts and products
- hire out equipment, including mobilising equipment and trained operators to your site
- manage customer, supplier and contractor relationships and accounts, including billing and payments
- assess trade and credit account applications, and recover overdue amounts
- meet our quality, health, safety and environmental obligations, including our ISO 9001, ISO 14001 and ISO 45001 certified management systems
- assess job applications and confirm that new staff are fit for their role
- operate, secure and improve our website, and understand which marketing channels bring people to it
- meet our legal and regulatory obligations, and resolve disputes.

We only use or disclose personal information for another purpose if you have agreed, if you would reasonably expect it and it is related to the original purpose, or if the law requires or allows it. We do not send marketing emails or newsletters, and we will not sell your personal information to anyone.

Who we disclose personal information to. We disclose personal information only as needed for the purposes above, to:

- our service providers, including our external IT provider, our accounting software provider, and our website hosting, maintenance, analytics, lead tracking and anti-spam providers
- freight and logistics providers, to deliver products and hire equipment
- credit check providers and debt collection agencies
- recruitment agencies, and medical providers who carry out pre-employment checks
- our professional advisers, such as accountants, auditors, insurers and lawyers
- government agencies, regulators or law enforcement, where required or authorised by law.

We require our service providers to handle personal information only for the services they provide to us.

6. Overseas disclosure

We do not expect to disclose personal information to overseas recipients in the ordinary course of our business. Our website and our business systems store data in Australia.

Some of the cloud and website tools we use, such as Google Analytics, Google Tag Manager and Microsoft Clarity, are provided by companies that may store or process information outside Australia, including in the United States.

If personal information is disclosed overseas, we take reasonable steps to make sure the recipient handles it in a way that is consistent with the Australian Privacy Principles.

7. Cookies, analytics and website tracking

Our website uses cookies and similar technologies. A cookie is a small file stored on your device that helps a website recognise your device and remember information about your visit.

Our website currently uses the following tools:

- **Google Tag Manager:** a tool we use to manage the tracking tools on our website.
- **Google Analytics 4:** tells us how visitors use our website, such as which pages are viewed, how long visitors stay, how they found us, and when a contact form is submitted. Google Analytics uses cookies and collects information such as your device, browser, approximate location and IP address. You can learn how Google uses this information at policies.google.com/technologies/partner-sites and opt out using the Google Analytics Opt-out Browser Add-on (tools.google.com/dlpage/gaoptout).
- **Microsoft Clarity:** helps us understand how visitors use our website through heatmaps and session recordings, which show mouse movements, clicks, scrolling and the pages you view. Clarity uses cookies and collects information about your device and browser. Read more at privacy.microsoft.com/privacystatement.
- **Visitor Tracking (visitortracking.com):** records the pages visitors view, how they arrived at our website, their approximate location, device, session length and actions such as form submissions. It uses a cookie to recognise returning visitors and may use your IP address to identify the business network you are visiting from.
- **Leadsources (leadsources.io):** records how you arrived at our website (for example the channel, source, campaign, search keyword and landing page). When you submit a form, this information is attached to your enquiry so we can understand which marketing channels are working.
- **CleanTalk anti-spam:** checks form submissions, including the email address you enter, to identify and block spam. It does not set cookies for this purpose.
- **Alli AI:** a search engine optimisation service whose script loads on our pages. Like any externally hosted script, it receives technical information such as your IP address and the page you are viewing.

Advertising. We do not currently use Google Ads tracking, the Meta (Facebook) pixel or other advertising pixels on our website, and we do not use the information collected through our website to show you targeted advertising. If this changes, we will update this policy.

Social media. Our website links to our Facebook and LinkedIn pages. If you follow these links, the privacy policies of those platforms apply.

Your choices. You can set your browser to block or delete cookies, and use private browsing. If you block cookies, some parts of our website may not work as expected. Blocking cookies will not stop you from contacting us.

8. Automated decision-making

From 10 December 2026, the Privacy Act requires organisations to explain in their privacy policy if they use computer programs (including artificial intelligence and pre-programmed rules) to make decisions, or to do things that are substantially and directly related to making decisions, that could reasonably be expected to significantly affect your rights or interests, where your personal information is used.

We do not use computer programs, including artificial intelligence, to make decisions that could significantly affect your rights or interests, or to do things that are substantially and directly related to making such decisions. Decisions about quotes, orders, equipment hire, trade and credit accounts, and job applications are made by our staff.

Our website uses an automated anti-spam filter that may block a form submission it identifies as spam. If you think your enquiry has been blocked, please call or email us directly.

If we start using computer programs in this way, or change how we use them, we will update this policy before we do so.

9. Accessing and correcting your personal information

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact our Privacy Officer using the details in section 11. We may ask you to verify your identity. We will respond within 30 days. We do not charge for making a request or for correcting your information. If a charge applies for giving you access in some cases, it will not be excessive and we will tell you before we proceed.

In some cases the law allows us to refuse access or correction, for example if giving access would unreasonably affect someone else's privacy. If we refuse, we will tell you why in writing and explain how you can complain. If we do not agree to correct your information, you can ask us to attach a statement to it saying you believe it is incorrect.

10. Making a complaint

If you think we have breached the Australian Privacy Principles or mishandled your personal information, please tell us. We will handle your complaint as follows:

- **Step 1: Contact us first.** Send your complaint in writing to our Privacy Officer using the details in section 11. Please include your contact details and as much information as you

can about your concern.

- **Step 2: We will acknowledge and investigate.** We will acknowledge your complaint within 5 business days, investigate it, and may contact you for more information.
- **Step 3: We will respond.** We aim to give you a written response within 30 days, explaining what we found and any action we will take.
- **Step 4: Contact the OAIC.** If you are not satisfied with our response, or you have not heard from us within 30 days, you can complain to the Office of the Australian Information Commissioner (OAIC).

We are not bound by a registered APP code and are not a member of an external dispute resolution scheme, so the OAIC is the next step if you are not satisfied.

Office of the Australian Information Commissioner

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Online complaint form: www.oaic.gov.au/privacy/privacy-complaints

11. Contact us

For privacy questions, requests or complaints, please contact:

Privacy Officer
Hydraulic Energy Australia Pty Ltd
Email: admin@hydraulicenergy.com.au
Phone: +61 8 9351 8080
Post: PO Box 580 DC, Welshpool WA 6986
In person: 5 Landrail Court, Beckenham WA 6107

You can ask for a copy of this policy free of charge, or in another format (for example a printed copy). Please contact us and we will take reasonable steps to provide it in the form you ask for.

12. Changes to this policy

We review this policy every year, and sooner if our practices change, for example if we add new tools to our website. The current version is always on our website, with the date it was last updated at the top.