

## PRIVACY POLICY

*Skip Bin Hire, Waste Removal & Quarry Products*

Last updated: June 2026

Terreco Resources Burleigh Pty Ltd (ACN 666 166 963) (**Terreco, we, us, our**) is committed to protecting your privacy. This policy explains how we collect, hold, use and disclose personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

### 1.0 WHAT WE COLLECT

We collect personal information reasonably necessary for our business, including: (a) contact details (name, business, position, phone, email, postal and site addresses); (b) account and billing information (ABN/ACN, payment details, credit references); (c) operational information (site access, induction records, project contacts); (d) recordings (vehicle dashcam, CCTV and site cameras used for safety, security and compliance); and (e) website data (IP address, browser type, pages visited and other technical data via cookies and analytics). We do not generally collect sensitive information (as defined in the Privacy Act). If we need to, we will obtain your consent.

### 2.0 HOW WE COLLECT

We collect personal information directly from you when you contact us, request a quote, register an account, attend a Site or use our website. We may also collect personal information from third parties, including credit reporting agencies under our credit application process, head contractors or principals where you attend their site, and publicly available sources.

### 3.0 WHY WE COLLECT AND USE

We collect and use personal information to: (a) provide our services, deliver and collect Equipment, and process payments; (b) manage customer accounts, including credit assessment, invoicing and debt recovery; (c) comply with our legal, regulatory and contractual obligations (including environmental, building industry security of payment and work health and safety laws); (d) communicate with you about your account and services; (e) send you direct marketing communications (with your consent or where otherwise permitted by law); and (f) operate, secure and improve our website, systems and business.

### 4.0 WHO WE DISCLOSE TO

We may disclose personal information to: (a) our related bodies corporate and group entities; (b) service providers (including IT, hosting, accounting, debt collection, logistics, contracted drivers and subcontractors); (c) credit reporting agencies (including CreditorWatch); (d) head contractors, principals or Customers where you attend a Site on their behalf; (e) government, regulatory and tax authorities where required by law; and (f) our professional advisers (lawyers, accountants, auditors and insurers).

### 5.0 CROSS-BORDER DISCLOSURE

We primarily store personal information in Australia. Some of our cloud-based service providers (for example, email, CRM and accounting platforms) may store data outside Australia, including in the United States and the European Union. Where we disclose personal information overseas, we take reasonable steps to ensure the overseas recipient handles it consistently with the APPs.

### 6.0 STORAGE AND SECURITY

We hold personal information in electronic and (where necessary) paper records, with reasonable physical, technical and administrative protections against misuse, interference, loss, unauthorised access, modification and disclosure. When we no longer need personal information for any lawful purpose, we take reasonable steps to destroy or de-identify it.

### 7.0 DIRECT MARKETING

If we send you direct marketing communications, you may opt out at any time by replying "unsubscribe" to the relevant communication or by contacting us using the details in clause 10.0.

### 8.0 ACCESS AND CORRECTION

You may request access to, or correction of, the personal information we hold about you by contacting us. We will respond to your request within a reasonable time. We do not charge a fee to make a request, but may charge a reasonable fee for providing access (which we will notify you of in advance). We may refuse access or correction in circumstances permitted by the Privacy Act, in which case we will tell you why in writing.

## 9.0 COMPLAINTS

If you believe we have breached the Privacy Act or the APPs, please contact us using the details in clause 10.0. We will investigate your complaint and respond within 30 days. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner at [oaic.gov.au](http://oaic.gov.au).

## 10.0 CONTACT US

Privacy Officer  
Terreco Resources Burleigh Pty Ltd  
5 Oyster Creek Drive, Burleigh Heads QLD 4220  
Email: [info@terrecoresources.com.au](mailto:info@terrecoresources.com.au)  
Phone: 1300 634 444

## 11.0 UPDATES

We may update this policy from time to time. The current version is published on [terrecoresources.com.au](http://terrecoresources.com.au). Material changes will be highlighted on our website.