



Privacy Policy

Introduction

The Marina Specialist Pty Ltd (TMS) trading as Marine Structures and Rotomoulding Services Pty Ltd trading as Superior Industrial is dedicated to compliance with the Australian Privacy Act 1988 (the Act). As part of our commitment to protecting your privacy, we have adopted the Australian Privacy Principles (APP's) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APP's govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. By using our services, you agree to the collection and use of information in accordance with this policy.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

Scope

This policy applies to all employees, contractors, and representatives of Marine Structures and Superior Industrial, as well as any third parties acting on our behalf.

Anonymity and Pseudonymity

Where possible we give individuals the option of not identifying themselves or using a pseudonym when dealing with us, however, due to the nature of the services we provide, it is not always possible to do so.

Personal Information We Collect

We collect your personal information for the primary purpose of providing services to you. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our marketing lists at any time by contacting us in writing. When we collect personal information from you, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. The personal information we collect may include:

- Your Name.
- Contact details (e.g., email address, phone number and address).
- Payment information.
- Other details relevant to the services we provide.

We will not collect sensitive information as defined in the Privacy Act including information or opinion about such things as individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, criminal record or health information.

Unsolicited Personal Information

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Should we receive unsolicited personal information, we will determine if it could have been collected as deemed reasonably necessary to provide service to you. If this information could not have been, it will be destroyed or de-identified as soon as practicable after receiving the information.

How We Collect Personal Information

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

We collect personal information through various means, including:

- Directly from you, when you request a quote, make an enquiry or purchase, or contact us for customer support via phone or through our website.
- Automatically through our website, through the use of cookies or similar technologies to track your activity.
- From third parties where you have consented or where permitted by law.

Purpose of Collecting Personal Information

We collect and use your personal information for the following purposes:

- To provide our services to you.
- To process payments and fulfill orders.
- To respond to your inquiries and provide customer support.
- To improve our products and services.
- To comply with legal and regulatory obligations.
- For marketing and promotional activities, where you have consented.

Disclosure of Personal Information

We may disclose your personal information to third parties in the following circumstances:

- To service providers and contractors who assist us in delivering services (e.g., payment processors, IT support).
- To comply with legal obligations, such as to law enforcement agencies or regulatory authorities.
- In the event of a merger, acquisition, or sale of all or part of our business.
- With your consent or as otherwise required by law.
- We do not sell or rent your personal information to third parties for marketing purposes.

Retention of Personal Information

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. When your information is no longer needed, we take reasonable steps to securely delete or de-identify it. Most personal information will be stored in client files which will be kept by us for a minimum of 7 years.

Direct Marketing

If we use your personal information for marketing purposes, we will offer you the option to opt-out at any time. You may unsubscribe from our marketing communications by following the instructions in the communication or contacting us directly.

Cookies and Other Tracking Technologies

We may use cookies and other tracking technologies to collect information about your usage of our website or app. This helps us to improve our services, customize content, and enhance your user experience. You can control cookie settings through your browser.

Overseas Disclosure of Personal Information

In some rare instances, your personal information may be transferred to or stored overseas. We will take steps to ensure that any overseas transfer of your personal information complies with the Australian Privacy Principles, including ensuring that the recipient of the information is bound by similar privacy obligations.

Use of Government Identifiers

No unique government related identifiers for individuals are ever used. We may collect an Australian Business Number (ABN) but only in circumstances where necessary and required by law.

Maintaining the Quality of Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as possible so we can update our records and ensure we continue to provide quality services to you.

Ensuring the Security of Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorized access, modification, or disclosure. This includes using encryption, firewalls, and secure storage systems.

Accessing Your Information

You have the right to access the personal information we hold about you. To request access, please contact us using the details provided below. Please note, that in order to protect your Personal Information, we may require identification from you before releasing the requested information.

Correcting Your Information

You also have the right to update and/or correct the Personal Information we hold about you, subject to certain exceptions. To request an update of your information, please advise us in writing. Please note, that in order to protect your Personal Information, we may require identification from you before updating the requested information.

Privacy Complaints

If you believe we have breached the Australian Privacy Principles, you may lodge a complaint with us. We will investigate your complaint and respond to you within a reasonable period. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the effective date will be updated at the top of the policy. Please review this policy periodically to stay informed about how we protect your information.

Contact Us

If you have any questions about this Privacy Policy, or if you would like to access or correct your personal information, please contact us:

Marine Structures

Email: quality@marinestructures.com.au

Phone: 1300 128 164


Address: 18 Ron Parkinson Cres, Bells Ck, 4551

Superior Industrial

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Phone: 07 5594 8211

Address: 20 Demand Ave, Arundel 4214

Revision	Description	Issue Date	Approved by	Position	Signature
1.0.0	Initial Release	1 st November 2024	Dane Morris	Director	
1.0.1	Review	28 th November 2025	Dane Morris	Director	