

micromax

Privacy Policy

October 2025

5 Orangetown Ave,
Unanderra, 2526 NSW

Rev	Date	Revision Description	Author	Owner	Approver
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Preamble

1. Micromax Pty Ltd (including Micromax Pty Ltd T/A TCS Instruments or TCS BI(MMX) as an organisation recognises the need for the correct handling of information gathered in the course of business. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) – Compilation No. 103 and the Australian Privacy Principles (APPs).
2. MMX clients, prospective clients, business associates and staff all have a right to have confidence that the information MMX stores and processes is handled in a manner which upholds their best interests. To this end MMX is undertaking and will continue to undertake all reasonable measures to comply with the National Privacy Principles as outlined the Australian Privacy Commissioner.
3. This policy applies to all personal information collected by MMX, including information collected via our website, social media platforms, email, phone, and in-person interactions.

Personal Information

1. For the purposes of MMX Privacy Policy, the term Personal Information is defined as any information that describes an identifiable person. The person may be a staff member, a client, a prospective client or a business associate. A person is identifiable if the information provides the address, full name, phone number or similar information that could result in the person to whom the information pertains being contracted.
2. What Personal Information We Collect
We may collect the following types of personal information:
 - Name, date of birth, and contact details (address, email, phone)
 - Employment or education/qualification details
 - Financial information (e.g., bank account details, credit card information)
 - Identification documents (e.g., driver's license, passport)
 - Online identifiers such as IP addresses, cookies, and usage data.We collect information directly from you wherever possible. In some cases, we may collect information from third parties with your consent.
3. Our Obligation
We are required to comply with the Australian Privacy Principles (**APPs**) in the *Privacy Act*. The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal. We are also required to comply with more specific privacy legislation in some circumstances, such as:
 - applicable State and Territory health privacy legislation (including the Victorian *Health Records Act*) when we collect and handle health information in the relevant jurisdiction; and
 - the *Spam Act* and the *Do Not Call Register Act*

Liability

Despite MMX commitment to policies that protect the rights of individuals to privacy MMX will not accept liability for loss or damage resulting from the disclosure of information provided to MMX.

Collection of Information

1. MMX will only collect personal information that is reasonably necessary for the conduct of its business activities. Personal information may be collected through:
 - Online forms, applications and surveys
 - Emails, telephone calls and face-to-face meetings
 - Our website and social media channels
 - Third parties, where you have provided consent or where permitted by law

2. Consent and Transparency

At all times, the collection of personal information will be visible and apparent to the individual to whom the information relates. MMX will not knowingly collect personal information without the individual's knowledge and consent, except where authorised or required by law.

3. Means of Collection

Personal information may be collected by:

- 3.1 Providing web pages into which an individual may enter their details to make an enquiry or request a service, including obtaining a quotation.
- 3.2 Providing printed forms for completion by clients where information is required to provide products, services, quotations or other business-related functions.
- 3.3 Staff asking questions and recording information required to deliver services, respond to enquiries, manage business relationships or comply with legal obligations.

4. Notification of Collection

In all cases, MMX will endeavour to ensure that individuals understand:

- Why the information is being collected;
- How the information will be used;
- Who the information may be disclosed to; and
- That the information will be handled in accordance with this Privacy Policy.

We do not collect personal information without your knowledge or consent unless legally permitted to do so.

5. Purpose of Collection

MMX collects and uses personal information for purposes including, but not limited to:

- Providing goods and services
- Managing customer, supplier and employee relationships
- Recruitment and human resource management
- Compliance with legal and regulatory obligations
- Marketing and promotional communications (where consent has been provided)
- Improving our products, services and website functionality
- Responding to enquiries, complaints or legal requests

6. Types of Personal Information Collected

The type of personal information collected depends on your dealings with MMX. For example:

7. Clients and Prospective Clients

We may collect your name, job title, address, telephone number, email address, information relating to our dealings with you, products and services of interest, and records of events or seminars attended.

8. Individuals Involved in Business Matters

We may collect your name, contact details and information relevant to the matter or project in which you are involved.

9. Mailing List Subscribers

We may collect your name, address and contact details for communication purposes.

10. Suppliers and Contractors

We may collect your name, address, contact details and financial information necessary for payment processing and contract administration.

11. Enquiries and Feedback

We may collect your name, contact details and details of your enquiry, complaint or feedback.

12. Employment Applicants

We may collect information contained within employment applications, including resumes, cover letters, qualifications, employment history, referee reports and contact details.

13. Other Parties

Where relevant to the provision of services, we may collect names, addresses, contact details and other information necessary to fulfil contractual or legal obligations.

14. Website Search Function

When you use the search function on our website, we may record:

- Search terms entered
- Number of results returned
- Date and time of the search

This information is used solely to improve search functionality and is not linked to your identity.

Users should not enter personal information such as names, email addresses or telephone numbers into the website search box, as this information is not required for search functionality.

Use and Disclosure of Information

1. Primary Purpose

1.1.1. MMX will only use personal information for purposes directly related to its business operations and the reason for which the information was collected.

1.1.2. Personal information to may be disclosed to:

- Service providers, contractors and business partners assisting MMX in delivering products and services
- Regulatory authorities, law enforcement agencies or legal representatives where required by law

- Other third parties where you have provided consent
- Any party authorised by law to receive such information

Where practical, MMX will take reasonable steps to ensure that third parties handling personal information comply with applicable privacy laws.

2. Secondary Purposes

MMX may use personal information to communicate information about products, services, events or opportunities that may be of interest to customers.

Where marketing communications are provided, individuals will be given a clear and simple method to opt out of future communications.

Retention, Security and Cross-Border Disclosure

1. Retention and Security

MMX retains personal information for as long as reasonably necessary to fulfil the purposes for which it was collected and to comply with legal, regulatory and business record-keeping obligations.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. Security measures include:

- Secure servers and databases
- Encryption of sensitive information during transmission where appropriate
- Access controls restricting information to authorised personnel
- Secure disposal processes for information no longer required

Information relating to business transactions may be retained for statutory retention periods to assist in resolving disputes, investigations or legal matters.

2. Cross-Border Disclosure

Where personal information is transferred or stored outside Australia, MMX will take reasonable steps to ensure that the recipient provides a level of protection consistent with the Australian Privacy Principles and complies with applicable privacy legislation.

Website, Cookies and Analytics

1. Google Analytics

MMX uses Google Analytics to understand how visitors use our website and to improve website performance and user experience.

Google Analytics may collect information including:

- IP address
- Device and browser information
- Pages viewed
- General geographic location
- Website usage information

This information is used only in aggregate form and is not used by MMX to identify individual visitors. Google Analytics involves disclosure of information to Google LLC, which may store and process information on servers located outside Australia, including in the United States.

2. Consent to Analytics Cookies

When you first visit our website, you will be asked to consent to the use of analytics cookies.

You may:

- Accept analytics cookies
- Reject analytics cookies
- Change your preferences at any time using the "Cookie Preferences" link available on the website

If analytics cookies are rejected, no Google Analytics cookies will be set.

3. Vercel Analytics

MMX also uses privacy-focused analytics services provided by Vercel to measure website traffic and performance.

Vercel Analytics:

- Does not set cookies
- Does not identify individual users
- Provides aggregated website performance data only

Data Quality

1. MMX will take all reasonable steps to ensure that the information recorded about an individual is correct and up to date. Where an individual feels that information being held about them is incorrect and would like the information corrected then they should contact the MMX Privacy Officer (see below)
2. We hold personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities. We take reasonable steps to:
 - make sure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
 - protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
 - destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the APPs.

Data Security

1. MMX takes data security seriously and is constantly examining its systems and practices to identify possible avenues for unauthorised use of information and taking appropriate steps.
2. Currently, MMX Internal systems are protected by firewalls, VPN secure tunnels, password protection and physical security. Wherever information is collected via web site passwords are used to protect information from unauthorised web-based access.

Openness and Accessibility to Data

1. Where a customer has any concerns regarding information MMX may be storing or **using**, they may request that copies of all information stored be provided by MMX.
2. The requests should be made in writing or by email to MMX and MMX will endeavour to provide copies of the information within a reasonable timeframe.

3. If a customer discovers that information held about them is incorrect or unnecessary they should contact the MMX, preferably in writing. MMX will endeavour to have the corrections entered into the MMX systems within a reasonable time frame.

4. Changes to This Policy

We may update this Privacy Policy from time to time. The current version is available on our website. We encourage you to review it regularly.

Access, Correction and Privacy Complaints

If Individuals may request access to personal information held by MMX or request correction of inaccurate, incomplete or out-of-date information.

Requests and privacy complaints should be directed to:

Privacy Officer

Micromax Pty Ltd
5 Orangegrove Avenue
Unanderra NSW 2526

Email: info@micromax.com.au

Phone: 02 4223 7600

MMX will respond to requests and complaints within a reasonable period.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) for further assistance.



Director Signature, Date: June 2026