



ELECTRONICS E-PROPULSION NAVIGATION HYDROGEN

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DOCUMENT DATE AND TIME

01/07/2025 0900

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DOCUMENT TITLE

**H MARINE
PRIVACY POLICY**

PRIVACY POLICY

1. INTRODUCTION

- 1.1. At H Marine, we are dedicated to protecting your personal information and respecting your privacy in accordance with Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).
- 1.2. This Privacy Policy details how we collect, use, disclose, and manage your personal information when you, as a "User" or "Customer," engage with our website or services.

2. COLLECTION OF PERSONAL INFORMATION

- 2.1. We collect personal information essential for providing our services, such as your name, contact details, and any other information you, as a User or Customer, willingly share with us via our website, contact forms, or direct communication. This may encompass information provided during service inquiries, bookings, or consultations.
- 2.2. We may also automatically collect non-personal information through your website usage, including IP addresses, browser types, and data about your interactions with our site. This information helps us enhance the functionality and performance of our website.
- 2.3. Our phone calls (0361613720) are received through our job management system, ServiceM8. All calls are recorded for quality assurance and stored securely within the job card.

- 2.4. Digital services where your data is stored include: Xero, Stripe, ServiceM8, Webflow (for contact forms), and Google Workspace (including Google Docs for job history and Gmail for communications and ordering).

3. USE OF PERSONAL INFORMATION

- 3.1. We use your personal information to:

- 3.1.1. Provide and manage our services, which includes responding to your inquiries, processing bookings, and conducting business operations efficiently.
- 3.1.2. Communicate with you, sending relevant updates, information about our services, and marketing materials, always with your explicit consent.
- 3.1.3. Improve and personalize your experience on our website, ensuring content is both relevant and easily accessible.
- 3.1.4. Comply with all legal obligations and resolve any disputes as required by law.

4. DISCLOSURE OF PERSONAL INFORMATION

- 4.1. H Marine will not sell or rent your personal information to third parties.
- 4.2. We may share your information with trusted service providers who support us in operating our website and delivering our services. These include Webflow (for web hosting) and GoDaddy (for domain registration and management). All such providers are contractually obligated to adhere to stringent privacy and data protection standards.
- 4.3. We also disclose minimal job-specific information, which may include the Customer's name, to our suppliers when necessary for the provision of services.
- 4.4. In specific circumstances, we may be legally compelled to disclose your information to comply with legal obligations or to safeguard our rights, safety, or property.

5. SECURITY OF PERSONAL INFORMATION

- 5.1. We implement robust measures to protect your personal information from misuse, interference, loss, and unauthorized access, modification, or disclosure. This includes employing secure servers, encryption technologies, and other technical safeguards for data stored online.

6. ACCESS AND CORRECTION

- 6.1. You, as a User or Customer, retain the right to access and correct your personal information held by H Marine. Should you wish to access or update your information, please contact us. We will take all reasonable steps to ensure your information is accurate and up-to-date.

7. COOKIES AND TRACKING TECHNOLOGIES

- 7.1. Our website utilizes cookies and similar technologies to enhance your browsing experience. Cookies help us analyze User interactions with our website, enabling us to continuously improve functionality and user experience. You have the option to adjust your browser settings to decline cookies if you prefer, although this may impact your experience on our site.

8. CHANGES TO THE PRIVACY POLICY

- 8.1. H Marine reserves the right to amend this Privacy Policy at any time. Any revisions will be published on our website, and your continued use of our services will signify your acceptance of the updated policy. We encourage you to review this policy periodically.

Contact Us

If you have any questions or concerns about this Privacy Policy or the way we manage your personal information, please contact us at:

H Marine Pty Ltd

Email: admin@hmarine.au

Phone: +61 (3) 6161 3720

Address: PO BOX 121, South Hobart TAS, 7004 Australia

We are committed to ensuring that your privacy is respected and protected.