



SGTA – Privacy Policy

Effective Date: 01 July 2026

Specialised Gas Technologies Australia Pty Ltd (SGTA) respects your privacy and is committed to protecting the personal information we collect and hold.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you interact with us, including through our website at www.sgta.au, our online store, by email or telephone, or when purchasing products or services from us.

Where applicable, SGTA handles personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. What Personal Information Do We Collect?

The personal information we collect depends on how you interact with SGTA and may include:

- your name
- business or company name
- job title or position
- billing and delivery addresses
- email address
- telephone number
- account and customer details
- details of products or services you enquire about or purchase
- quotation, order and transaction information
- service, repair, calibration and technical support records
- correspondence and communications with us
- information you provide through forms on our website
- email marketing or newsletter subscription information
- information automatically collected when you use our website, such as IP address, browser type, device information and website usage information

Where you make a payment online, payment information may be processed by our third-party payment providers. SGTA does not ordinarily receive or store your complete credit or debit card details.

2. How Do We Collect Personal Information?

We may collect personal information when you:

- submit an enquiry through our website
- contact us by telephone, email or in person
- request a quotation
- purchase products through our website or directly from SGTA
- open or maintain a customer account
- arrange delivery, service, repair or calibration of equipment
- request technical support
- subscribe to our mailing list or technical updates
- attend a demonstration, exhibition, trade show or industry event involving SGTA
- communicate with one of our employees
- otherwise provide information to us while doing business

We may also receive information from third parties where reasonably necessary, including freight providers, manufacturers, suppliers, payment processors, business contacts and publicly available business sources.

Where reasonable and practicable, we will collect personal information directly from you.

3. Why Do We Collect and Use Personal Information?

SGTA collects, holds and uses personal information where reasonably necessary for our business activities.

This may include:

- responding to enquiries
- assessing your application or technical requirements
- preparing quotations and proposals
- supplying products and services
- processing and fulfilling orders
- arranging delivery or collection
- processing payments
- establishing and administering customer accounts
- providing product support, training and technical assistance
- carrying out equipment servicing, calibration and repairs
- maintaining service and equipment history
- managing warranties and product claims
- communicating important product, service or safety information
- maintaining our business and financial records
- improving our website, products and services
- complying with legal, taxation, accounting and regulatory obligations
- sending relevant product, technical or marketing communications where permitted by law

SGTA will not use your personal information for an unrelated purpose unless you have consented to that use or the use is otherwise permitted or required by law.

4. Marketing Communications

From time to time, SGTA may send customers and subscribers information about our products, services, technical information, industry developments, training materials, pricing updates or other information we reasonably believe may be relevant.

You may unsubscribe from marketing communications at any time by using the unsubscribe facility provided in the communication or by contacting SGTA.

Unsubscribing from marketing communications will not prevent us from contacting you where necessary in relation to an existing quotation, order, account, service request, warranty matter or other business transaction.

5. Sensitive Information

Sensitive information has a specific meaning under the Privacy Act and includes information about matters such as health, racial or ethnic origin, political opinions, religious beliefs and certain professional or association memberships.

SGTA does not ordinarily require sensitive information to provide its products and services.

If we need to collect sensitive information, we will only do so where reasonably necessary and with your consent, or where otherwise permitted or required by law.

6. Disclosure of Personal Information

We may disclose personal information where reasonably necessary for the operation of our business, including to:

- manufacturers and suppliers where information is required to fulfil an order, provide technical support or administer a warranty

- freight, courier and logistics providers
- payment processors and financial institutions
- providers of website, eCommerce and payment services
- accounting, customer management, inventory and business software providers
- IT, hosting, data storage and cybersecurity providers
- professional advisers such as accountants, insurers, lawyers and auditors
- debt collection providers where necessary
- government agencies, regulators or law enforcement bodies where required or authorised by law
- other parties where you have authorised us to disclose the information

We do not sell personal information to third parties.

Where practical, we limit information disclosed to third parties to what is reasonably necessary for the relevant purpose.

7. Online Payments

SGTA may use third-party payment providers to securely process online payments.

Payment providers may collect information such as your name, billing information, payment method and transaction details in accordance with their own privacy policies and security requirements. SGTA does not ordinarily store complete payment card numbers or card security codes on its own systems.

Customers should review the privacy policies of the relevant payment provider if they require further information about how payment information is handled.

8. Website, Cookies and Analytics

When you visit www.sgta.au, certain technical information may be collected automatically by our website or service providers.

This may include:

- your IP address
- browser and device type
- operating system
- pages visited
- referring website
- approximate location derived from your IP address
- dates, times and duration of website activity

Our website may use cookies and similar technologies to enable website functionality, remember user preferences, support online transactions, analyse website performance and improve the user experience.

You can generally configure your browser to refuse or delete cookies. Some functions of the website may not operate correctly if cookies are disabled.

9. Third-Party Websites

Our website may contain links to websites operated by third parties, including manufacturers, suppliers or other service providers.

SGTA is not responsible for the privacy practices, security or content of third-party websites. We recommend reviewing the privacy policy of any third-party website before providing personal information.

10. Overseas Disclosure and Storage

Some of the technology and service providers used by SGTA may store or process information using systems located outside Australia.

This may include providers of cloud hosting, business software, email, customer management, website, eCommerce and payment processing services.

Where personal information is disclosed or processed overseas, SGTA will take reasonable steps, where required by law, to ensure that personal information is handled appropriately.

11. Security of Personal Information

SGTA takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Security measures may include physical security, password and access controls, secure business systems, cybersecurity controls, restricted access to information and the use of reputable third party technology and payment providers.

No method of electronic transmission or storage is completely secure. While we take reasonable precautions, we cannot guarantee absolute security of information transmitted over the internet.

12. Retention of Personal Information

We retain personal information for as long as reasonably necessary for the purpose for which it was collected and to meet our legal, accounting, taxation, warranty, service and business record-keeping obligations.

Business and transaction records may generally be retained for at least seven years where required for taxation, accounting or other legal purposes.

When personal information is no longer reasonably required, we will take reasonable steps to securely destroy or de-identify it, subject to any legal requirements requiring us to retain the information.

13. Accessing or Correcting Your Personal Information

You may request access to personal information SGTA holds about you or ask us to correct information that is inaccurate, incomplete or out of date.

Requests should be made using the contact details below.

We may need to verify your identity before providing access to personal information.

In some circumstances, the law permits us to refuse access. If this occurs, we will explain the reason where we are permitted to do so.

We will not charge a fee for making an access or correction request. If providing access involves significant administrative costs, we may charge a reasonable fee where permitted by law and will advise you before doing so.

14. Privacy Complaints

If you believe SGTA has mishandled your personal information or breached this Privacy Policy, please contact us using the details below.

Please provide sufficient information for us to understand and investigate your concern.

We will acknowledge your complaint and aim to investigate and respond within a reasonable period.

If you are not satisfied with our response and the Privacy Act applies to your complaint, you may be entitled to contact the **Office of the Australian Information Commissioner (OAIC)**.

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business practices, technology, legal requirements or services.

The current version will be published on www.sgta.au and will show the date it was last updated.

16. Contact Us

For questions, requests or complaints concerning privacy, please contact:

Specialised Gas Technologies Australia Pty Ltd (SGTA)

49 Willandra Drive, Epping VIC, 3076 Australia

Phone: +61 3 9408 9841. **Email:** sales@sgta.au. **Website:** www.sgta.au