PRIVACY STATEMENT

ENTITY	ISSUED	NEXT REVIEW
Shield Solutions Pty Ltd	1 December 2026	December 2027

Shield Solutions Pty Ltd (ABN 87 162 548 585) respects privacy in its own business activities and when handling client equipment entrusted to us for IT asset disposition, data sanitisation and destruction. This statement explains how we handle personal information and draws a clear distinction between the two very different kinds of personal information we encounter.

01 SCOPE AND INFORMATION CATEGORIES

Our privacy practices distinguish information we collect to operate Shield Solutions from information that may remain on devices and media belonging to clients. The two are handled under entirely different arrangements and are addressed separately below.

Where we handle client media we act on the client's documented instructions. We do not use the information on that media for any purpose of our own.

02 INFORMATION WE COLLECT FOR OUR OWN PURPOSES

We may collect and hold:

- Names, positions, employer details, business contact and billing information for client and supplier contacts
- Correspondence and website enquiries
- Staff and contractor records
- Visitor sign-in details at our secure Western Sydney facility
- CCTV footage at that facility
- Client Portal user details, permissions and access records

We do not collect sensitive information.

03 PERSONAL INFORMATION ON CLIENT EQUIPMENT

Laptops, servers, storage devices and other media received from clients may contain personal information about their employees, customers or third parties.

Our processes are designed so that personal information on client media is not accessed, reviewed, extracted, transmitted or used, other than as strictly necessary to carry out the client's documented instructions. Assets are handled under chain of custody. Data-bearing media is sanitised using certified erasure software or physically destroyed where erasure is not supported or not approved, with records attributable to each device.

Because this information belongs to the client and is handled on their instructions, requests for access to, or correction of, information held on client media should be directed to that client, who is best placed to identify and respond to them.

04 HOW WE COLLECT AND HOLD INFORMATION

Information is obtained through contracts and enquiries, recruitment and contractor engagement, site visits, correspondence, authorised client and supplier contacts, portal administration and facility security systems.

We also obtain business contact details from third-party business information sources and professional networking platforms for the purpose of business development. An individual who does not wish to be contacted may ask us to remove their details using the contact below, and we will do so.

Business information is held in electronic service platforms and, where relevant, in physical records. Client devices are held as physical assets pending authorised processing.

Our information security control framework is our ISO/IEC 27001:2022 certified information security management system, addressing access control, information classification, supplier management, incident response, and secure retention and disposal. Shield Solutions holds ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO/IEC 27001:2022 certification, issued by Equal Assurance Pty Ltd under JAS-ANZ accreditation. Certificate numbers DLSQ01-CCCQ01, DLSQ01-CCEE01, DLSQ01-CCWW01 and DLSQ01-CCER01 can be verified on the JAS-ANZ public register.

05 WHY WE USE AND DISCLOSE INFORMATION

We use information we collect for our own purposes to manage enquiries, employment and contracting, service delivery, logistics, customer accounts, portal access, invoicing, safety and facility security, recordkeeping, complaints and legal obligations.

Information may be disclosed to authorised technology service providers, professional advisers, logistics and processing partners, and to regulators or authorities where required or permitted by law.

We do not use the contents of client media for marketing or for any unrelated commercial purpose.

06 THIRD-PARTY PROVIDERS AND OVERSEAS DISCLOSURE

We use third-party platforms to operate the business, including systems for email and file storage, customer relationship management, enterprise resource planning, accounting, workflow automation, electronic signature, and data sanitisation reporting. These providers process personal information only to deliver their service to us.

We also use third-party artificial intelligence services to assist with business tasks such as drafting and analysis. Business information, which may include client and supplier contact details and correspondence, may be processed by these services. These accounts are configured so that our information is not used to train the providers' models. The contents of client media are never provided to these services.

Several of these providers store or access information outside Australia. The principal location is the United States. Our accounting system is hosted in Australia.

07 HOW LONG WE KEEP INFORMATION

We retain personal information only for as long as it is needed for the purpose it was collected, or as required by law, after which it is destroyed or de-identified.

- Client job records, asset registers and disposal reporting are retained for at least seven years, reflecting the period for which clients and we may need to evidence the disposal of an asset.
- Client and supplier contact records are retained for the duration of the relationship and for at least seven years afterwards.
- CCTV footage is retained on a rolling basis, typically between 30 and 60 days depending on recording volume and is then automatically overwritten.

Other records, including visitor sign-in records and enquiries that do not proceed, are retained only for as long as they serve the purpose for which they were collected. Where a retention period has passed, records are reviewed and then destroyed or de-identified unless a legal, contractual or evidentiary reason to retain them still applies.

08 ACCESS, CORRECTION AND PRIVACY ENQUIRIES

You may request access to the personal information we hold about you, or ask us to correct information that is inaccurate, incomplete or out of date. Requests may be made to info@shieldsolutions.com.au.

We may need to verify your identity and authority before responding. We will deal with requests in accordance with applicable law, and where access or correction cannot be provided, we will explain why.

09 PRIVACY COMPLAINTS

A privacy concern or complaint may be raised with us at info@shieldsolutions.com.au. We will acknowledge it, assess the relevant facts, investigate as appropriate, respond with our findings and any corrective action, and keep a record of the outcome.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner at oaic.gov.au.

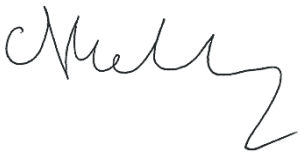
10 AUTOMATED DECISION-MAKING

Our systems support the handling, processing and reporting of equipment. They do not make decisions about individuals, and we do not use automated systems to decide whether a person receives a service or to assess a person in any way that affects them.

We do use automated scoring within our customer relationship management system to rank business enquiries and prospects for the purpose of prioritising our own sales follow-up. That scoring determines only the order in which we contact organisations. It does not determine whether a person receives a service, and no decision affecting an individual's rights or interests is made on the basis of it.

DIRECTOR ENDORSEMENT

I endorse this Privacy Statement for Shield Solutions Pty Ltd and its commitment to the responsible handling of personal information and of the client equipment entrusted to our care.



Chris Kelly
Director | Shield Solutions Pty Ltd
1 December 2026

