



**VEYRA**  
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## **Privacy & Data Protection Policy**

Effective Date: 15 April 2025

### **1. Purpose**

Veyra Fibre Pty Ltd, ABN 34 686 293 149 ("Veyra Fibre", "we", "us", or "our") is committed to protecting your privacy and handling personal information in a secure, transparent, and responsible manner. This Privacy Policy explains how we collect, use, disclose, store, and protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### **2. Scope**

This Policy applies to all personal information collected by us in the course of our operations, including via our website, communications, transactions, and service engagements with customers, suppliers, partners, and contractors.

### **3. What Information We Collect**

We may collect the following types of personal information:

- a. Name, title, business name and contact details (phone, email, address)
- b. Position, role, or job title
- c. Purchase order, invoice, and transaction details
- d. Communications with us (email, web forms, support tickets)
- e. Information required for compliance or legal purposes
- f. Website usage data via cookies (non-sensitive, optional)

We do not collect sensitive personal information unless specifically required and consented to.

### **4. How We Collect Information**

We collect personal information directly from:

- a. You or your authorised representatives
- b. Business transactions and service engagements
- c. Website forms, emails, or telephone conversations
- d. Publicly available sources (e.g., company websites, LinkedIn)
- e. Third parties (e.g., suppliers, service providers) where authorised

### **5. Why We Collect Personal Information**

We collect, use, and hold personal information to:

- a. Provide products and services to you
- b. Communicate with customers, suppliers, and partners
- c. Manage accounts, transactions, and customer service
- d. Comply with legal, regulatory, and contractual obligations
- e. Conduct internal operations (audits, risk management, business development)

We do not sell or rent your personal information to third parties.



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#### 6. Disclosure of Information

We may disclose personal information to:

- a. Our employees, contractors, or authorised agents
- b. Freight providers, suppliers, or logistics partners involved in fulfilling orders
- c. Third-party service providers (e.g., IT hosting, payment processors, professional advisors)
- d. Regulatory authorities or law enforcement as required by law

Where data is shared with third parties, we take reasonable steps to ensure they comply with equivalent privacy obligations.

#### 7. Data Security

We take reasonable physical, electronic, and managerial precautions to:

- a. Prevent unauthorised access, misuse, loss, or alteration of personal information
- b. Use secure systems for data transmission and storage
- c. Limit access to personal information on a need-to-know basis

#### 8. Access & Correction

You have the right to:

- a. Request access to personal information we hold about you
- b. Request correction of inaccurate or incomplete data

Requests can be made by contacting us using the details below.

#### 9. Cookies and Website Analytics

Our website may use cookies to improve functionality and analyse site traffic. You may disable cookies via your browser settings, but some features may be affected.

#### 10. Overseas Disclosure

We do not routinely disclose personal information overseas. Where international transfer is necessary (e.g., cloud services), we will ensure compliance with APP 8.

#### 11. Complaints and Contact

If you have a question, concern, or complaint about how we handle personal information, please contact: [info@veyrafibre.com.au](mailto:info@veyrafibre.com.au)

We will acknowledge and respond to all privacy complaints within a reasonable timeframe, in accordance with the Privacy Act.

#### 12. Policy Updates

We may amend this Privacy Policy from time to time. The latest version will always be published on our website.

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