

# Privacy Policy

## North East Climate Solutions – A Victorian Fireplaces Group Company

At **North East Climate Solutions**, we recognise that our most valuable assets extend beyond the physical products and services we offer. Information—about our customers, employees, partners, and operations—is vital to the trust we build and the continued success of our business.

As part of the **Victorian Fireplaces Group**, which has been operating since 2003 and is recognised as an industry leader, we are committed to protecting personal and sensitive information in accordance with best practice standards, applicable laws, and customer expectations.

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## Information We Protect

We safeguard a range of sensitive information, including but not limited to:

- Personal information of customers and employees
- Financial details, including payment and banking information
- Customer belongings (e.g., items left with us during service)
- Health-related information where applicable
- Business plans, intellectual property, and internal records
- Licensed and copyrighted material
- Information related to our suppliers, contractors, and partners

This information may exist digitally, on paper, within our systems or networks, or in verbal exchanges. Regardless of format, it will be treated with the same level of care and protection.

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## Our Commitments

We are committed to:

- Collecting only necessary and relevant information
- Ensuring information is accurate and up-to-date
- Restricting access based on job role and the need-to-know principle
- Applying appropriate security controls to safeguard data
- Maintaining business continuity plans to protect data integrity
- Reporting and responding to breaches in line with legal and internal obligations
- Complying with applicable laws, regulations, industry standards, and contractual requirements

All employees, contractors, suppliers, agents, and partners are expected to uphold this policy and understand the importance and sensitivity of the information they handle.

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## **Employee Privacy**

We respect the privacy of our team members. Accordingly:

- We collect only information necessary for employment and HR purposes
  - Employee information is secured and access is limited to authorised personnel
  - We ensure compliance with employment and privacy laws
  - Employees may review and request updates to their personal information
  - We do not disclose employee information externally without appropriate justification or consent
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## **Customer Privacy**

Your trust is paramount to us. When you interact with North East Climate Solutions, you can expect:

- Collection of only the information required to deliver our products and services
  - Transparent communication if information needs to be shared with third parties (e.g., suppliers or service agents)
  - Use of secure systems and protocols to protect your data
  - Ongoing efforts to ensure accuracy of your records
  - Compliance with Australian privacy legislation and industry standards
  - Full accountability from our staff, suppliers, and partners in protecting your information
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## **Enforcement & Accountability**

Violations of this policy—whether intentional or accidental—may result in disciplinary action, including termination of employment or termination of business relationships. We rely on our team and partners to maintain the integrity of our systems and uphold the values that define the North East Climate Solutions and Victorian Fireplaces Group brands.