

PRIVACY POLICY

Privacy Act

Aster Services (the company) is legally required to comply with the Commonwealth Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and other applicable privacy legislation. This policy provides an overview of the handling of personal information provided to the company by individuals. Personal information is any information or opinion about a person that is capable of identifying that person.

In some circumstances, other policies may override this Privacy Policy, however, this policy is intended to cover most personal information controlled by the company, but is not exhaustive, and any person whose personal information or record which is held by the company may contact the management for more information with regards to its use and release.

The Collection & Storage of Personal Information

The company collects personal information from its customers, suppliers and staff. Information which is required is sought directly from the person to whom it relates, however sometimes it may be necessary to collect the information in whole or part from a third party or other entity. The company will only do this if the individual has consented or would reasonably expect us to collect the information in this way, for example, from publicly available or lawful sources such as websites, online platforms, telephone directories, credit reference agencies, government databases, public registers and other lawful sources. Wherever it is lawful and practicable, individuals have the option of not identifying themselves when entering into a transaction with the company. Information supplied by customers, suppliers and staff is stored in password protected electronic systems and, where applicable, in locked storage areas. Personal information is protected through physical, electronic and administrative controls appropriate to the nature of the information held.

The Use of Personal Information

Personal information is used for the purposes for which it is provided to us and for related, internal management purposes including facilitating: contact with customers; contact with suppliers and staff; compliance with commercial agreements with customers and suppliers; notification to finance and / or insurance suppliers and Government Authorities.

Access to Personal Information

Any person whose personal information is held by the company may request in writing, access to that information, yet the company may deny permission for such access if it is entitled to do so. If access is permitted, a fee may be levied, although no fee will be charged for lodging a request for access.

The company updates information held about individuals if it is inaccurate or incomplete.

Types of Personal Information Held

Names; addresses; telephone and fax numbers; e-mail addresses; copies of driver's licences; security licences; Australian Business Numbers; credit card and bank details; employment and income details; criminal record information; electronic identifiers; access credentials; and any other information reasonably required to conduct business activities, provide services or goods, and manage the employment of staff.

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Disclosure of Personal Information to Other Organisations

Personal information supplied by customers may be disclosed to legal and financial advisors of the Company and to related entities for the purpose of the efficient management of the Company and to assist in the provision of services. Personal information will only be disclosed where authorised by the individual, required by law, necessary for the provision of services or otherwise permitted under applicable privacy legislation. Certain information also may need to be disclosed to major customers of the Company where individuals will have access to the customer's sites and that information may be required for security reasons.

Online Privacy

The company may retain records of electronic communications received through internal or external systems. Electronic communications, systems and devices may be monitored, maintained or reviewed for operational, security, legal compliance and business purposes in accordance with applicable laws.

This Privacy Policy is available to any individual through the company website:

www.asterservices.com.au

Data Breaches

Aster Services will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Suspected privacy breaches or data breaches will be reported to management and investigated to determine any required corrective action, notification or further response.

Policy Changes

This privacy policy may occasionally be amended, and such changes will be posted on the website within a reasonable time frame from the date of amendment.

Complaints

Any individual who may have a concern about a possible breach of his or her privacy may bring it to the attention of the appropriate department manager who will then refer the matter to the company Privacy Officer for investigation.

Further Information

Any person whose personal information is held by the company may request further information by contacting the Privacy Officer of Aster Services Pty Ltd., Head Office, being 117 Bellevue Road, Bellevue Hill NSW 2023.

This policy is approved and issued by the Executive Director of Aster Services.



Michael Walshe
Executive Director

01 June 2026