Privacy Policy

Effective: 01/04/2026

Summary

HQ Concrete Pty Ltd (ABN: 44 695 640 530) and its related bodies corporate in Australia ("we" or "HQ Concrete" or "HQ") recognise the trust you are placing in us through your dealings with us. We do everything we can to maintain that trust. We are committed to the protection of your personal information. Our policies comply with our legal obligations and are intended to protect your privacy as we collect, use, disclose and retain information we gather about you.

What information we collect and why

When you deal with us, the personal information we collect about you may, among other things, include details of your name, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, bank account and commercial credit reference details, occupation and driver's licence number.

It may also include details of the services or products we provide to you, as well as the status of those services or products. If you are present on one of our sites, we may also collect personal information relating to your visit.

We collect this information for purposes which include:

- to provide relevant services and products to you
- to administer and manage those services and products, including charging, billing and collecting debts
- to conduct appropriate checks for commercial credit- worthiness and fraud
- to promote and market to you other services or products which we consider may be of interest to you, unless you contact us and tell us not to do so
- to ensure that we maintain a safe working environment.

Sources of your personal information

We may collect your personal information:

- when reasonable and practicable, directly from you (e.g. when you provide information over the phone, via our website or in documents such as an application form)
- from third parties (e.g. credit reporting bodies, your representative, etc)
- from publicly available sources of information
- from the other organisations identified under "Disclosing your information"
- if you are visiting or present on one of our sites, from our on-site video cameras.

We may grant commercial credit to an individual (in their capacity as a sole trader or partner of a partnership) who wishes to purchase our products for re-supply. Before doing so, we typically obtain a commercial credit reference check. Such a check may be provided by a company who also carries on business as a credit reporting body who provides credit eligibility information about consumer credit. We do not obtain consumer credit reference checks from credit reporting bodies.
Where we obtain information from a commercial credit reference check, we will apply the same practices described in this policy as if it were personal information

How your personal information is stored

All your personal details and information are only accessible by authorised personnel and are either:
de-identified, destroyed or returned to you if no longer needed, or stored securely in either paper or electronic form.

How you can access, correct, or delete your personal information

If you would like to:

- know what personal information we hold about you, or
- update, correct or delete the personal information we hold about you,
- please contact the HQ Privacy Officer in writing at Level 14, 35 Clarence Street, Sydney 2000.

Disclosing your information

We understand how important your privacy is, and so we only disclose your personal information to third parties in certain limited circumstances. These disclosures will be made subject to appropriate privacy and confidentiality protections.

The organisations to which we usually disclose information include:

- our subsidiaries and related bodies corporate
- outsourced service providers who manage the services we provide to you, including those who manage our:
- customer inquiries
- mailing systems
- billing and debt-recovery functions
- marketing functions
- government and regulatory authorities and other organisations, as required or authorised by law
- credit-reporting and fraud-checking bodies
- other credit providers for commercial credit related purposes such as creditworthiness and financing
- our financiers
- our professional advisers, including our accountants, auditors and lawyers, and
- your representatives (e.g. your legal advisers).

These organisations may be located outside Australia (the most common locations being Germany, the United Kingdom and Singapore, although this may change from time to time).

Changes to our Privacy Policy

This information relates to our current privacy standards. We may vary our privacy standards from time to time. We will notify you of these changes by publishing them on our website.

If something goes wrong

Please contact the HQ Privacy Officer in writing at Level 14, 35 Clarence Street, Sydney 2000 if you believe:

- someone has gained access to your personal information by mistake
- we have breached our privacy obligations or your privacy rights in any way, or
- you would like to discuss any issues about our Privacy Policy.

We will try to satisfy any questions that you have and correct any errors on our part.