



HeatSafe Systems Privacy Policy

Effective Date: 01/07/2026

Privacy Policy

Heat Safe Systems ("Heat Safe Systems", "we", "our", or "us") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and disclose your personal information when you visit our website or interact with our business.

This Privacy Policy has been prepared in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs).

1. Personal Information We Collect

Depending on your interaction with us, we may collect:

- Your name
- Company or business name
- Email address
- Telephone number
- Postal or business address
- Information contained in your enquiries
- Details relating to quotations or orders
- Technical information about your visit to our website, including IP address, browser type, operating system and pages viewed.

You are not required to provide personal information; however, if you choose not to, we may be unable to respond to your enquiry or provide our products or services.

2. How We Collect Personal Information

We collect personal information when you:

- complete a contact or enquiry form on our website;
- email or telephone us;
- request quotations, product information or technical advice;
- communicate with us in person; or
- otherwise provide information to us.

We may also collect information automatically through cookies, analytics services and similar technologies when you visit our website.

3. How We Use Your Personal Information

We use your personal information to:

- respond to enquiries;
- prepare quotations;
- supply products and services;
- provide customer support;
- communicate with you regarding your enquiry or purchase;
- improve our website and services;
- maintain business records; and
- comply with legal and regulatory obligations.

We do not sell your personal information to third parties.

4. Cookies and Analytics

Our website may use cookies and similar technologies to improve functionality and understand how visitors use our website.

We may use website analytics services, such as Google Analytics, which collect anonymous information including:

- pages visited;
- time spent on the website;
- referring websites;
- browser and device information; and

- general geographic location.

This information is used to improve our website and customer experience and does not ordinarily identify individual users.

You can manage or disable cookies through your web browser settings.

5. Contact Forms

When you submit an enquiry through our website, the information you provide is used solely to respond to your enquiry, provide quotations, or communicate with you regarding our products and services.

We retain enquiry records where reasonably necessary for business administration and customer service.

6. Disclosure of Personal Information

We may disclose personal information where reasonably necessary to:

- freight and logistics providers;
- suppliers or manufacturers where required to fulfil your enquiry;
- IT service providers and website hosting providers;
- professional advisers including accountants, lawyers and insurers;
- government authorities where required by law.

We do not otherwise disclose personal information unless authorised or required by law.

7. Overseas Disclosure

Some of our third-party service providers (such as website hosting, cloud storage, email services or analytics providers) may store or process information on servers located outside Australia.

Where this occurs, we take reasonable steps to ensure those providers handle personal information appropriately and in accordance with applicable privacy laws.

8. Data Security

We take reasonable administrative, technical and physical measures to protect personal information against misuse, interference, loss, unauthorised access, modification or disclosure.

While we strive to protect your information, no internet transmission or electronic storage system can be guaranteed to be completely secure.

9. Access and Correction

You may request access to the personal information we hold about you and request correction of inaccurate or incomplete information.

We will respond to such requests within a reasonable period, subject to any legal exceptions.

10. Marketing Communications

If you have contacted us or requested information, we may communicate with you regarding our products or services.

If you receive marketing communications from us, you may request to unsubscribe at any time.

11. Third-Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any third-party websites you visit.

12. Changes to this Privacy Policy

We may amend this Privacy Policy from time to time to reflect changes in our business practices or legal obligations. The current version will always be available on our website.

13. Contact Us

If you have any questions about this Privacy Policy, wish to access or correct your personal information, or make a privacy complaint, please contact us:

If you are not satisfied with our response to a privacy complaint, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.