

ProLink Solution

Privacy Policy

Effective Date: [Date to be inserted on publication] | Last Updated: [Date to be inserted on publication]

1. About This Policy

ProLink Solution (“we”, “us”, or “ProLink”) is committed to protecting the privacy of individuals whose personal information we collect and handle. This Privacy Policy sets out how we collect, use, disclose, and manage personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy applies to personal information collected through:

- our website at **prolinksolution.com.au**;
- our Feasibility Check, resource request, and project enquiry forms;
- email, telephone, and direct correspondence; and
- project-related communications with ProLink.

Our website and services are intended primarily for Australian business users. If you access our website or engage with us from outside Australia, you acknowledge that your information may be handled in Australia and, where relevant to a project, disclosed as described in this policy.

When you submit an enquiry, use our website forms, request a resource, or engage with us, we collect and handle your information as described in this policy.

2. What Personal Information We Collect

We collect only the personal information that is reasonably necessary for our services. This may include:

- **Contact information:** name, business name, job title, email address, and phone number;
- **Project information:** project type, scope, specifications, timelines, location, drawings, finish information, and other details you share through our Feasibility Check or correspondence;
- **Communication records:** emails, form submissions, and notes from our correspondence with you; and
- **Website usage data:** IP address, browser type, pages visited, session duration, and similar technical information collected automatically through cookies or analytics tools, where enabled.

We do not intentionally collect sensitive information, such as health information, financial account numbers, government identifiers, or information about race, religion, or political opinions through our website or standard enquiry forms.

If you provide sensitive or confidential project information that is not required for an enquiry, we may return, de-identify, or ask you to resubmit only the information needed for the relevant project review.

3. How We Collect Personal Information

We collect personal information:

- **directly from you** — when you complete our Feasibility Check form, request a resource, submit an enquiry form, or contact us by email or telephone;
- **through project correspondence** — when you send drawings, specifications, scope details, timing information, or other project material; and
- **automatically** — through cookies and analytics tools when you visit our website, where those tools are enabled.

We do not purchase personal information from, or share personal information with, third-party data brokers or marketing list providers.

4. Why We Collect Personal Information

We collect and use personal information for the following purposes:

- to respond to your project enquiries and assess manufacturing feasibility;
- to coordinate and deliver the project delivery services you have requested or are interested in;
- to send resources, guides, and capability information that you have requested;
- to communicate with you about your project, enquiry, or requested resources;
- to maintain, test, and improve our website, forms, and services;
- to manage business records, administration, and internal reporting; and
- to comply with our legal and regulatory obligations.

If you do not provide the personal information requested, we may not be able to respond to your enquiry, provide requested resources, assess your project, or coordinate a project review.

We will not use your personal information for purposes you would not reasonably expect. We will not use your contact details for direct marketing without your express consent, and you may withdraw that consent at any time.

5. Disclosure to Third Parties

Manufacturing partners

ProLink's core service involves coordinating project delivery between Australian joinery and construction businesses and qualified offshore manufacturing partners. To assess and coordinate a project, we may share relevant project information — including specifications, scope, drawings, finish details, and project context — with manufacturing partners.

Some of these partners are located in the People's Republic of China.

We require manufacturing partners to:

- handle project information confidentially;
- use it only for the specific purpose for which it was shared;
- restrict access to personnel who need the information for project assessment or coordination; and
- not disclose it to any other party without our authorisation.

Contact information, such as your name, email, and phone number, is not shared with manufacturing partners unless you have specifically requested that we make a direct introduction or the disclosure is otherwise necessary and authorised for your project.

Service providers

We engage trusted third-party service providers to operate our website and deliver our services. These service providers may include:

- website hosting providers;
- WordPress website infrastructure and maintenance providers;
- form processing tools such as Fluent Forms;
- email delivery, mailbox, or SMTP services;
- analytics providers such as Google Analytics, if enabled;
- file storage, backup, and security providers; and
- professional advisers or contractors who support our business.

These providers are engaged for business support purposes and are expected to protect your information and not use it for their own unrelated commercial or marketing purposes.

Legal requirements

We may disclose personal information if required to do so by law, court order, or valid legal process, or where we reasonably believe disclosure is necessary to protect the safety of any person, protect our rights, or investigate suspected misuse of our website or services.

What we do not do

We do not sell, rent, trade, or otherwise provide your personal information to any third party for their own commercial or marketing purposes.

6. Cross-Border Disclosure

As described in Section 5, project information may be disclosed to manufacturing partners located overseas, primarily in the People's Republic of China. This disclosure is made only where it is reasonably necessary for assessing, coordinating, pricing, manufacturing, quality checking, or delivering a project pathway that you have asked us to review or support.

Before disclosing project information overseas, we take reasonable steps to require overseas manufacturing partners to handle project information confidentially and only for the specific project assessment or coordination purpose for which it is provided. These steps may include:

- limiting the information shared to what is relevant to the project;
- using written confidentiality obligations or project-specific instructions;
- controlling access to documents and project material;
- avoiding disclosure of personal contact details unless you request a direct introduction; and
- requiring the recipient not to use the information for unrelated purposes.

However, overseas recipients may be subject to the laws of their own jurisdiction, and those laws may not provide the same level of privacy protection as Australian law.

By submitting an enquiry, providing project material, or engaging our services, you consent to the cross-border disclosure of project information to the extent necessary to assess, coordinate, or deliver the project pathway you have asked us to consider.

Important: We generally share project information, such as specifications, scope, drawings, finish information, and project context, across borders. Your personal contact details are not shared with manufacturing partners unless you have explicitly requested a direct introduction or otherwise authorised that disclosure.

7. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. Our security measures may include:

- encrypted data transmission (HTTPS) across our website;
- access controls that limit who can view form submissions and project information;
- secure email practices for project and commercial correspondence;
- use of reputable hosting, form, email, and backup services;
- reasonable document access controls for project files; and
- periodic review of our information security procedures.

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable law. When information is no longer required, we take reasonable steps to destroy or de-identify it securely.

While we take reasonable precautions, no data transmission over the internet or storage system can be guaranteed to be 100% secure. If you have concerns about the security of information you have provided to us, please contact us.

8. Cookies and Analytics

Our website may use cookies — small text files stored on your device — to support website functionality and understand how our site is used.

We may use the following types of cookies:

- **Essential cookies:** required for core website functionality, including form submissions, spam prevention, and session management. These cannot be disabled without affecting site functionality.

- **Analytics cookies:** used to understand how visitors interact with our website, such as which pages are visited most and how visitors move through the site. Analytics information is generally used in aggregated form to understand website performance and visitor behaviour.

If enabled, analytics tools may collect technical information such as IP address, device type, browser type, referring website, pages visited, and approximate location derived from technical data.

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect your ability to use some features of our website.

We do not use cookies to sell your personal information, and we do not sell analytics data to any party.

9. Accessing and Correcting Your Information

Under the Australian Privacy Principles, you have the right to:

- request access to the personal information we hold about you; and
- request that we correct any information that is inaccurate, incomplete, or out of date.

To make an access or correction request, please contact us using the details in Section 11. We will respond within a reasonable time, generally within 30 days. We may need to verify your identity before releasing or amending any information.

There are circumstances in which we may decline an access or correction request as permitted under the Privacy Act. If we decline, we will provide written reasons.

10. Privacy Complaints

If you believe that we have not handled your personal information in accordance with this policy or the Australian Privacy Principles, please contact us in the first instance so we have the opportunity to resolve your concern.

We will acknowledge your complaint promptly and aim to provide a substantive response within 30 days.

If you are not satisfied with our response, you may lodge a formal complaint with the Office of the Australian Information Commissioner (OAIC):

- **Website:** www.oaic.gov.au
- **Phone:** 1300 363 992
- **Mail:** GPO Box 5218, Sydney NSW 2001

11. Contact Us

For any privacy-related enquiries, access or correction requests, or complaints, please contact us at:

ProLink Solution

Email: hello@prolinksolution.com.au

Phone: +61 (03) 7047 9507

Website: prolinksolution.com.au

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or applicable legal requirements. The current version, with the date of the most recent update, will always be published at:

prolinksolution.com.au/privacy-policy

We encourage you to review this policy periodically. Continued use of our website or services after any update means that your information will be handled in accordance with the updated policy from the date it is published.

Document: ProLink_Privacy_Policy_Draft_v1.1 — Internal draft for legal review. Not yet published.