



# Privacy Policy

**Evacusafe Pty Ltd**

*Last updated: 17 February 2026*

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## 1. Introduction

Evacusafe Pty Ltd (48 693 380 264) (referred to in this policy as “Evacusafe”, “we”, “us” or “our”) is committed to protecting your privacy and handling your personal information in an open and transparent manner.

This Privacy Policy explains how we collect, use, disclose and protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) contained in that Act. It also describes how we handle information collected through our website at [www.evacusafe.au](http://www.evacusafe.au) and through the provision of our services.

By accessing our website or engaging our services, you agree to the collection and use of your information as described in this policy.

## 2. About Us

Evacusafe Pty Ltd is a professional emergency planning and evacuation diagram service provider based on the Gold Coast, Queensland. We provide the following services to businesses throughout Queensland and New South Wales:

- AS3745-compliant evacuation diagrams
- Emergency evacuation plans
- Evacuation procedures for commercial, industrial, aged care and body corporate properties

## 3. Personal Information We Collect

We collect only the personal information that is reasonably necessary for us to provide our services and operate our business. The types of personal information we may collect include:

### 3.1 Information you provide directly

- Your name and job title or role
- Business name and address
- Email address and phone number

- Details about your premises, floor plans and building layouts provided for the purpose of preparing evacuation diagrams or emergency plans
- Any other information you include in correspondence with us by email or phone

### **3.2 Information collected automatically via our website**

When you visit our website at [www.evacusafe.au](http://www.evacusafe.au), we may automatically collect certain non-personally identifiable technical information through Google Analytics 4 (GA4), including:

- Your IP address (anonymised)
- Browser type and version
- Device type and operating system
- Pages visited, time spent on pages and referring URLs
- General geographic location (city or region level)
- Date and time of your visit

This information is collected to help us understand how visitors use our website so we can improve its content and user experience. It is not used to identify you personally.

### **3.3 Sensitive information**

We do not intentionally collect sensitive information (as defined in the Privacy Act 1988) such as health information, racial or ethnic origin, political opinions, religious beliefs or financial information. Please do not send us sensitive information unless it is directly relevant to and necessary for the services we are providing to you.

## **4. How We Collect Your Personal Information**

We collect personal information in the following ways:

- Directly from you when you contact us by email or phone to enquire about or engage our services
- When you provide us with floor plans, building information or other materials needed to complete your evacuation diagrams or emergency plans
- Automatically through cookies and analytics tools when you visit our website (see Section 3.2 above and Section 8 below)
- From third parties only where you have authorised that third party to share your information with us (for example, a building manager providing contact details for a tenant)

## **5. Why We Collect and Use Your Personal Information**

We collect, hold and use your personal information only for the purposes for which it was collected or for related purposes that you would reasonably expect. These purposes include:

- To respond to your enquiries and provide you with information about our services

- To prepare, deliver and invoice for evacuation diagrams, emergency plans and related services
- To communicate with you about your project, including updates, revisions and completion
- To maintain accurate business and client records
- To comply with our legal obligations, including Australian taxation and business record-keeping requirements
- To improve the content and functionality of our website through anonymised analytics data
- To send you information about relevant updates to emergency planning standards or regulations, where you have requested or consented to receiving such communications

We will not use or disclose your personal information for any other purpose without first obtaining your consent, unless required or authorised by law.

## **6. Disclosure of Your Personal Information**

We do not sell, rent or trade your personal information to third parties. We may disclose your personal information only in the following limited circumstances:

- To third-party service providers who assist us in operating our business and website (such as cloud storage, email hosting and accounting software providers), where those providers are bound by confidentiality obligations and are prohibited from using your information for any purpose other than providing services to us
- To Google, via Google Analytics, for anonymous website usage analysis (see Section 8)
- Where disclosure is required or authorised by Australian law, a court order, or government or regulatory authority
- With your express consent

### **6.1 Overseas disclosure**

Some of the third-party service providers we use (such as Google) may store or process data outside Australia. Where this occurs, we take reasonable steps to ensure those providers comply with privacy standards substantially similar to the Australian Privacy Principles, or we obtain your consent before transfer. By using our website, you consent to your information being processed by Google in accordance with Google's Privacy Policy, available at <https://policies.google.com/privacy>.

## **7. Storage and Security of Your Personal Information**

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

- Use of secure, password-protected systems and devices
- Use of encrypted email and file storage where applicable
- Limiting access to personal information to those within our business who need

it to perform their role

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

While we take reasonable steps to protect your personal information, please be aware that no data transmission over the internet or electronic storage system is completely secure. We cannot guarantee the absolute security of information transmitted to or from our website.

## **8. Cookies and Google Analytics**

Our website uses cookies and Google Analytics 4 (GA4) to collect anonymous information about how visitors use the site. Cookies are small text files stored on your device that help us improve your experience and understand usage patterns.

Google Analytics collects data such as pages visited, session duration and general location. This data is aggregated and anonymised and cannot be used to identify you personally. You can opt out of Google Analytics tracking at any time by installing the Google Analytics Opt-out Browser Add-on, available at <https://tools.google.com/dlpage/gaoptout>.

Most browsers allow you to control cookies through their settings. Disabling cookies may affect the functionality of some websites, though our website does not rely on cookies for core functionality.

## **9. Accessing and Correcting Your Personal Information**

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

- Request access to the personal information we hold about you
- Request the correction of personal information that is inaccurate, incomplete or out of date
- Request that we delete your personal information in certain circumstances

To make an access or correction request, please contact us using the details in Section 12. We will respond to your request within a reasonable timeframe (generally within 30 days) and at no charge, unless the request is complex or we need to retrieve information from archive storage.

There are limited circumstances in which we may refuse to provide access to personal information, such as where providing access would be unlawful, would have an unreasonable impact on another individual's privacy, or where the request is frivolous. If we refuse access, we will explain the reasons in writing.

## **10. Direct Marketing**

We may, from time to time, send you information about updates to emergency planning standards, regulatory changes relevant to your business, or service updates, where you have requested or consented to receiving such communications.

We will not use your personal information for direct marketing purposes without your

consent, and we will always provide a simple and free means to opt out of receiving future communications. To unsubscribe or opt out, please email us at [service@evacusafe.au](mailto:service@evacusafe.au) with the subject line “Unsubscribe” and we will remove you from our mailing list promptly.

We comply with the Spam Act 2003 (Cth) in all electronic communications.

## 11. Complaints and Concerns

If you believe that we have breached the Australian Privacy Principles or your privacy rights in any way, we encourage you to contact us first so that we can attempt to resolve your concern. Please contact us using the details in Section 12 below.

We will acknowledge receipt of your complaint within 5 business days and endeavour to investigate and provide a written response within 30 days. If we require additional time to investigate a complex complaint, we will notify you of the expected timeframe.

If you are not satisfied with our response, or if you do not wish to raise the matter directly with us, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

## 12. Contact Us

For any questions, concerns, access requests or complaints relating to your privacy or this policy, please contact us:

- Business name: Evacusafe Pty Ltd
- Location: Gold Coast, Queensland
- Email: [service@evacusafe.au](mailto:service@evacusafe.au)
- Phone: 0420 642 426

## 13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements or other factors. When we make changes, we will update the “Last updated” date at the top of this policy and publish the revised policy on our website.

We encourage you to review this policy periodically. Your continued use of our website or services after any changes to this policy constitutes your acceptance of the updated policy.