

Zenith Radiation Safety Privacy Policy

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Privacy Policy

Zenith Radiation Safety (being the trading name of Sieverts International Pty Ltd) (**Zenith Radiation Safety** or we) values and respects the privacy of the people we deal with. Zenith Radiation Safety is committed to protecting your privacy and complying with the *Privacy Act 1988* (Cth) (Privacy Act), the *Privacy and Other Legislation Amendment Act 2024* (Cth) (POLA) and other applicable privacy laws and regulations.

This Privacy Policy (Policy) describes how we collect, hold, use and disclose your personal information and how we maintain the quality and security of your personal information.

What is personal information?

"Personal information" means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

Zenith Radiation Safety collects and holds personal information from clients, employees, contractors, job applicants and other relevant individuals for business purposes.

What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with **Zenith Radiation Safety** or what you choose to share with us.

The personal information we collect about you may include the following:

- name;
- mailing or street address;
- email address;
- phone number;
- radiation licence number;
- radiation inventory list;
- client ID for compliance certification and radiation assessment reports;
- bank account details or direct debit details for invoicing and accounts management.

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law. We take appropriate measures to protect the security of this information.

We collect most personal information directly from the individuals we deal with.

You do not have to provide us with your personal information. However, if you choose not to provide us with your personal information, we may not be able to provide you with our services (e.g., issue compliance certificates) or otherwise interact with you. Due to the nature of **Zenith Radiation Safety's** business, it is generally impracticable for us to deal with you anonymously.

How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online via our website at zenithradiation.com.au;
- attend a Zenith Radiation Safety event or conference;
- subscribe to our mailing list (if applicable);
- apply for a position with Zenith Radiation Safety as an employee, contractor or volunteer.

Collecting personal information from third parties

Due to the nature of our services, we rarely require obtaining information from a third party. If this is needed, we generally collect the information from publicly available sources — for example, the state radiation health authority's public register. We collect personal information from the radiation health authority's public registry to ensure compliance with legislative requirements or to complete compliance certificates.

How do we use your personal information?

We use personal information for many purposes in connection with our service functions and activities, including the following purposes:

- shielding report preparation;
- issuing certificates of compliance;
- radiation safety officer functions;
- radiation training;
- improving the quality of the services we offer; and
- internal administrative purposes.

On rare occasions, **Zenith Radiation Safety** may hold conferences or client functions where we may use your personal information for invitation purposes.

Disclosure of personal information to third parties

Zenith Radiation Safety does not routinely disclose personal information to third parties. We must disclose your personal information if required by law. We may disclose your personal information for personal safety reasons and health safety purposes in the event of radiation incidents and investigations.

Zenith Radiation Safety does not generally use third-party providers for our services to our clientele, recruitment, or other business purposes. For these reasons, the disclosure of personal information to third-party providers is minimal or non-existent.

Overseas disclosure: **Zenith Radiation Safety** does not disclose personal information to recipients located outside of Australia. In the unlikely event this changes, we will notify you and take all reasonable steps to ensure any overseas recipient complies with the Australian Privacy Principles, consistent with the whitelist framework under POLA 2024.

How do we protect your personal information?

Zenith Radiation Safety will take reasonable steps to ensure that the personal information we hold about you is kept confidential and secure, including by:

- having robust administrative and organisational security measures for our databases and records;
- taking measures to restrict access to only personnel who need that personal information to provide services to you effectively;
- having technological measures in place (for example, anti-virus software, encryption, and firewalls);
- providing privacy and data security training to relevant staff; and
- maintaining documented data handling procedures and conducting internal reviews of data security practices.

Data Breach Response

Zenith Radiation Safety has procedures in place to detect, respond to, and manage data breaches. In the event of a data breach that is likely to result in serious harm to any individual whose personal information is involved, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable, in accordance with our obligations under the Notifiable Data Breaches (NDB) scheme contained in Part IIIC of the *Privacy Act 1988* (Cth).

Notifications will include: the nature of the breach; the kinds of personal information involved; steps **Zenith Radiation Safety** has taken or intends to take in response; and the steps individuals can take to protect themselves.

Online activity

Zenith Radiation Safety's website (zenithradiation.com.au) uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before so that we can distinguish you from other website users, improving your experience on our website.

We do not use cookies to identify you personally; they are used only to improve your experience on our website. If you do not wish to accept cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies, please be aware that your browsing experience and our website's functionality may be affected.

Automated Decision-Making

Zenith Radiation Safety may use automated or semi-automated processes to assist in the delivery of certain services, such as generating compliance documentation or scheduling. Where any automated process is used in a way that may have a significant or direct effect on an individual, we will provide appropriate information about that use.

Zenith Radiation Safety does not currently use fully automated systems to make decisions about individuals that produce legal or similarly significant effects without human review. This section will be updated as our use of technology evolves, consistent with the requirements of APP 1.7 and APP 1.8.

Direct marketing communications

We may send you direct marketing communications and information about our services, opportunities, or events that may be of interest to you from time to time. Primarily, **Zenith Radiation Safety** communicates to clients about radiation industry changes, developments, and additional services we may offer to meet updated radiation requirements.

These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). You may opt out of receiving direct marketing communications at any time by contacting us using the details below.

We will action all opt-out requests promptly.

Retention of personal information

Zenith Radiation Safety retains personal information as part of our ongoing engagement with clients for radiation legislative compliance requirements and for the duration of our clients' dealings with us. We will also retain personal information to comply with applicable laws, including record-keeping obligations.

If you specifically request that we destroy the personal information we hold about you, this request is subject to our legal obligations. Where we are not legally required to retain your information, and the information is no longer needed for the purpose for which it was collected, we will take reasonable steps to destroy or de-identify that information upon request.

How to access, correct, or request deletion of your personal information

You are entitled to access the personal information we hold about you by contacting **Zenith Radiation Safety** using the details provided below. Please be specific about the information you need.

If you believe the personal information we hold about you is incorrect or out of date, please contact us to request a correction. We will usually respond within seven (7) business days. If we refuse to correct the information, we will provide you with reasons.

You may also request the deletion of your personal information where: it is no longer necessary for the purposes for which it was collected; you withdraw consent (and there is no other legal basis for processing); or it was unlawfully collected. We will action such requests to the extent permitted by law.

Under the *Privacy Act*, you have the right to:

- access personal information we hold about you;
- request correction of inaccurate information;
- request deletion of personal information (where legally permissible);
- object to certain data processing activities; and
- lodge a complaint with the OAIC if you believe your privacy rights have been breached.

Links to third-party sites

Zenith Radiation Safety's website may contain links to websites operated by third parties. If you access a third-party website through our website, personal information may be collected by that third party. We make no representations or warranties concerning the privacy practices of any third-party website. Third-party websites are responsible for informing you about their own privacy practices, and we encourage you to read their privacy policies.

Consent

By using **Zenith Radiation Safety's** website and our services, you consent to the collection, storage, use and disclosure of your personal information in accordance with this Privacy Policy and as otherwise permitted under the *Privacy Act*.

Where we rely on consent as the basis for collecting or using your personal information, that consent must be and will be: **voluntary, informed, current, specific and unambiguous**. You have the right to withdraw your consent at any time by contacting us. Withdrawal of consent does not affect the lawfulness of any processing carried out before withdrawal.

Serious invasions of privacy

From 10 June 2025, Australian law provides individuals with a right of action under a statutory tort for serious invasions of privacy. This means an individual may seek legal remedies where their privacy has been seriously invaded, including by intrusion upon seclusion or misuse of their personal information. **Zenith Radiation Safety** takes these obligations seriously and is committed to handling all personal information in a manner that respects individuals' privacy rights.

Privacy concerns and complaints

If **Zenith Radiation Safety** becomes aware of any ongoing concerns or problems with our privacy practices, we will take these issues seriously and work to address them.

If you have any concerns about **Zenith Radiation Safety's** privacy practices, please contact us.

We will investigate all concerns and respond as soon as practicable. If we find a concern is justified, we will resolve it and, where required, change our policies and procedures.

Contact us

If you have a question or concern about our handling of your personal information or this Policy, you can contact us as follows:

Email: info@zenithradiation.com.au (please mark 'Private & Confidential')

Website: <https://zenithradiation.com.au/>

Post: PO Box 232 Zillmere QLD 4034