



SouthTech Systems

Privacy Policy

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TABLE OF CONTENTS

1	Introduction	3
1.1	Purpose	3
1.2	Scope	3
1.3	Policy Review	3
2	Collection of Personal Information	4
2.1	Types of Information	4
2.2	Sensitive Information	4
2.3	Website Data	4
2.3.1	<i>Cookies</i>	5
2.4	Third-Party Collection	5
2.4.1	<i>Embedded Video</i>	5
2.4.2	<i>Linked Websites</i>	5
2.4.3	<i>Social Networks and Communication Services</i>	6
3	Why we collect your Information	6
4	Storing Personal Information	6
4.1	Information Security	6
4.2	Data Retention	6
5	Sharing Information	7
5.1	Third-Party Services	7
5.2	International Transmission of Information	7
5.3	Legal Requests for Information	7
6	Accessing or editing your Information	7
7	Complaint handling	8



1 INTRODUCTION

SouthTech Systems is committed to keeping your personal information private and protected. This policy applies when you use our Services (described below), including SouthTech Systems' website. It is not intended to override the terms of any contract you may have with us, nor any rights you may have under other applicable data privacy laws.

This policy complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

1.1 PURPOSE

This policy is intended to ensure transparency regarding SouthTech Systems' information collection and handling methods, in line with the Australian Privacy Principles. It also informs you about your rights in respect of any personal information we may have collected, as well as your options in controlling the type of information we collect when you engage with our company.

1.2 SCOPE

This policy outlines the types of data SouthTech Systems may collect about you, how it is used, and with whom it is shared, as well as our ongoing obligations to you in respect of how we manage your Personal Information. It also outlines the process for making an inquiry or complaint regarding our collection, use, or handling of your personal information.

1.3 POLICY REVIEW

SouthTech Systems may need to update this Privacy Policy from time to time. If we make any significant changes to the policy, we will post a notice on our website.

By continuing to interact with us after the modified version of the policy has been posted, you are accepting the changes to the policy, subject to any additional requirements that may apply. We encourage you to review this policy on a regular basis for any changes. The date of the latest version will be identified at the bottom of the policy.

This Privacy Policy was written in English. If a translated (non-English) version of this Privacy Policy conflicts in any way with its English version, the terms and provisions of the English version will prevail.



2 COLLECTION OF PERSONAL INFORMATION

2.1 TYPES OF INFORMATION

Personal information refers to any information ‘relating to an identified or identifiable natural person’. SouthTech Systems may collect your personal information when you voluntarily provide it through any of the following means:

- website contact form
- emails
- phone calls
- digital messages (texts, Signal, or similar messaging services)
- face-to-face interactions
- contact forms (hard copy or digital) at expositions/events
- sales transaction material (purchase orders, invoices, etc.)
- employment applications

SouthTech Systems records your name, contact details, and other information you voluntarily provide via any of the means listed above. This information will only be used for the purpose for which you have provided it and will not be added to a mailing list unless supplied for that reason. We will not disclose any of your details to a third-party without your consent.

Your de-identified data may be analysed in an aggregated format for reporting purposes; however, we do not combine or link personal information held about an individual in these processes

2.2 SENSITIVE INFORMATION

SouthTech Systems does not collect or hold sensitive information from its clients or employees. However, such information may be provided to us for the purpose of facilitating a security clearance, as required for employment by SouthTech Systems from time to time. Any sensitive information disclosed by an applicant may be transferred to the Australian Government Security Vetting Agency (AGSVA) but is not retained by SouthTech Systems.

2.3 WEBSITE DATA

When you visit this website, our server automatically records information about your visit for security, performance, and statistical purposes. This information includes:

- country or region of origin;
- the date and time of your visit;
- the pages and files accessed;
- the referring page (if you followed a link to reach us); and
- browser type, device type, and platform.

This information is also processed by Vercel, the website hosting platform used by SouthTech Systems, as part of hosting and performance monitoring. You can view Vercel’s privacy policy at <https://vercel.com/legal/privacy-policy>.



No attempt will be made by either party to identify users or their browsing activities, except in the unlikely event of an investigation where a law enforcement agency may exercise a warrant to inspect relevant logs.

2.3.1 COOKIES

Our website uses cookies, which are small text files your computer creates or modifies when loading a website in your browser. Cookies perform various functions, like letting you navigate between pages efficiently and remembering your preferences. Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. We use the following cookies:

- **Essential cookies** allow you to navigate the site and use our features; they are required for the site and cannot be disabled
- **Analytics cookies** allow us to measure and analyse how our visitors use the site, to improve functionality and user experience; they are not used unless you accept them
 - Analytics are provided by Vercel Web Analytics and Speed Insights, which measure site usage and performance in aggregate
- **Marketing cookies** may be used to deliver ads relevant and personalized to our users; they are not used unless you accept them

You can review or change your cookie preferences at any time using the Cookie Settings link in our website footer. You may also have the option to not accept cookies and/or remove cookies via your browser settings. If you delete or block cookies, some features of the SouthTech Systems website may not work as intended.

2.4 THIRD-PARTY COLLECTION

2.4.1 EMBEDDED VIDEO

When you play an embedded video from the SouthTech Systems website, the video and associated assets will load from the domain www.youtube-nocookie.com, and other domains associated with the YouTube player. See further information on YouTube's site privacy at <https://policies.google.com/privacy>.

2.4.2 LINKED WEBSITES

Our website and other communication materials may contain links to other websites or services. This Privacy Policy does not apply to any such linked third-party websites and services, and we are not responsible for the privacy practices of such websites or services. We encourage you to read the privacy statements of these other websites and service providers when using their services, before providing your Personal Information.



2.4.3 SOCIAL NETWORKS AND COMMUNICATION SERVICES

SouthTech Systems may use Third-Party Services including LinkedIn and the Signal messaging app for correspondence. All use of such services by us will be in accordance with this privacy policy. These services have additional privacy policies governing their use, which can be accessed via each of their websites here:

- LinkedIn - <https://www.linkedin.com/legal/privacy-policy>
- Signal - <https://signal.org/legal/>

If you use these or any other Third-Party Services in connection with our Services, the Terms and Privacy Policies of those service providers govern your use of their services. SouthTech Systems does not control and is not responsible for the actions or policies of any Third-Party Service, and your use of such services is at your own risk. You are encouraged to review the privacy policies of Third-Party Services and ask them for any clarifications you may need before deciding to install and/or use their products/services.

3 WHY WE COLLECT YOUR INFORMATION

We use any information you voluntarily provide to deliver our services and respond to your questions. We only use this information to the extent necessary to complete your request for our services. We also collect data to comply with laws and regulations; however, we will only disclose your personal information to third parties if required by law or legal process.

4 STORING PERSONAL INFORMATION

4.1 INFORMATION SECURITY

SouthTech Systems has taken all reasonable steps to protect your personal information. Our security measures include HTTPS Internet domain hosting, encrypted storage, password protection, and monitoring of staff access. Where necessary, we may hold physical personal information in access-controlled premises.

We closely monitor our systems for potential vulnerabilities and cyber-attacks; however, we cannot guarantee that data may not be disclosed, accessed, destroyed, or altered if a breach of any of our security safeguards were to occur.

4.2 DATA RETENTION

SouthTech Systems will retain your personal data for as long as needed to provide you with our Services. Even if you only use our Services infrequently, we may keep your basic contact information and sales history on file unless requested to do otherwise (see *6 - Accessing or editing your Information*). We may also choose to retain certain information (e.g. insights about Services use) in a depersonalized form, such as aggregated sales data.



5 SHARING INFORMATION

When you visit SouthTech Systems' website or contact us, your data is transferred to Australia. Our hard copies of information files and servers containing collected digital information are held within secure premises in Australia (the country of business registration for SouthTech Systems Pty Ltd, Australian Company Number 630 176 340).

5.1 THIRD-PARTY SERVICES

We sometimes use Third-Party Companies to help us provide our Services (e.g. repairs and warranty support, payments, etc.). They may have access to your information, such as the contents of a warranty registration, only as reasonably necessary to perform these tasks on our behalf. If you purchase a product or service from us, we may use a payments service provider who may separately collect information about you to meet their legal obligations or prevent fraud. All such Third-Party Companies are obligated not to disclose or use your information for purposes other than those requested by you or by SouthTech Systems on your behalf, or to fulfil legal obligations in the performance of the requested services.

5.2 INTERNATIONAL TRANSMISSION OF INFORMATION

Your information may be passed to an appropriate entity of an identified foreign government only if required by lawful request. Such a request must be made by an Australian Government Authority that is authorised to make such requests on behalf of foreign governments.

Your information may be provided to a private entity based outside of Australia for the purpose of providing our Services, such as fulfilling warranty obligations and/or facilitating product returns or repairs. All information sharing of this nature will occur only with your explicit consent.

5.3 LEGAL REQUESTS FOR INFORMATION

SouthTech Systems may disclose or otherwise allow access to any of your Personal Information described in this Privacy Policy pursuant to a legal request made or in compliance with applicable laws, if we believe in good faith that the law requires us to do so, with or without notice to you.

6 ACCESSING OR EDITING YOUR INFORMATION

At any time, you have the right to request access to Personal Information we hold about you and a right to request that your Personal Information be corrected or deleted (unless SouthTech Systems is prevented from doing so for legal obligations). Such requests should be made to SouthTech Systems by phone, email, or physical mail:

- (03) 9459 4963
- admin@stsys.com.au
- SouthTech Systems, PO Box 3097, Cotham VIC 3101



7 COMPLAINT HANDLING

If you have any questions or concerns regarding this policy or suspect that SouthTech Systems has handled personal information in a manner that does not comply with this Privacy Policy and/or the Privacy Act 1988 (Cth), please contact us by using one of the methods listed above.

We take your privacy seriously and will make all reasonable efforts to resolve any complaint promptly and in accordance with applicable laws. If we have not responded to your complaint within 30 days or you are not happy with our response, you can then lodge a complaint with the OAIC.

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