

Proa Privacy Policy

Information We Collect

We may collect personal information from you when you interact with our website, such as when you contact us or engage in other activities. The types of personal information we may collect include:

- Name
- Email address
- Company name (if applicable)
- IP Address

How We Use Your Information

We use the information we collect from you for various purposes, including:

- Providing sales support and responding to your inquiries and requests
- Improving our website, services, and user experience
- Analysing website usage and trends to enhance our offerings
- Collect consent customer satisfaction levels

Information Security

We take the security of your personal information seriously and implement appropriate technical and organisational measures to protect it from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

We offer the use of a secure server. All supplied information is transmitted via Secure Socket Layer (SSL) technology.

Sharing of Information

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent as specified in the Privacy Act, except as necessary to provide our services or as required by law. We may share your information with trusted third-party service providers who assist us in operating our website, conducting our business, or servicing you, provided that they agree to keep this information confidential.

Third-Party Links

Our website may contain links to third-party websites or services. These third-party sites have their own privacy policies, and we are not responsible for the content or practices of these sites. We encourage you to review the privacy policies of any third-party sites you visit.

Your Rights

You have the right to **access**, **correct**, or **delete** your personal information held by us. If you would like to exercise any of these rights or have any questions about our Privacy Policy, please contact us.

Data Retention

We retain your personal information for as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements. Data not required for these purposes will be securely deleted or anonymised.

Changes to This Policy

We may update or modify this Privacy Policy from time to time, so please review it periodically for any changes. Your continued use of our website after any modifications to this Privacy Policy will constitute your acknowledgment of the changes and your consent to abide by the updated policy.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer hard drive through your Web browser (if you allow) that enable the sites or service provider systems to recognise your browser and capture and remember certain information

We use cookies to help us remember your preferences for future interactions.

Viruses

Proa does not represent or warrant that the site and any information or material contained in, downloaded or accessible from this site, is free from computer viruses (including macro viruses) or other programs that might affect software or systems of users. Users should protect themselves by installing and implementing their own security checks and systems.

Personal Data

Proa is responsible for ensuring that all personal data entrusted to us is processed in accordance with applicable data protection legislation. Proa complies with all applicable privacy laws, including the 13 Australian Privacy Principles (APPs) in the Privacy Act 1988 (Privacy Act) as well as our existing obligations of confidentiality.

Contact Us

If you have any questions or concerns about our Privacy Policy or the handling of your personal information, please contact us on our contact page at:

<https://www.proa.energy/contact-us>

This Privacy Policy was last updated on 02/05/2025.