

# Privacy Policy

## Information Collection & Use

[Dugong Scrapers](#) collects and stores customer information primarily for lawful business operations, taxation compliance, warranty administration, insurance investigations, ownership verification, serial-number tracking, and equipment transfer recording relating to Dugong Scrapers products and related equipment.

Information collected may include:

- Customer names
  - Business names
  - Billing and delivery addresses
  - Email addresses
  - Telephone numbers
  - Invoice numbers
  - Payment reference information
  - Product serial numbers
  - Shipping and freight records
  - Warranty records
  - Ownership transfer information
  - Communications relating to purchases, transfers, or support
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## Purpose of Data Collection

Customer information may be used for:

- Processing and completing orders
  - Maintaining lawful taxation and accounting records
  - Identifying ownership history of Dugong Scrapers products
  - Tracking serial plates, serial numbers, and unit identification records
  - Assisting with insurance investigations or freight damage claims
  - Verifying ownership during resale or transfer of equipment
  - Supporting warranty, replacement, or service requests
  - Maintaining records relating to safety notices, recalls, engineering updates, or compliance matters
  - Supporting future Dugong Scrapers equipment exchange and resale systems
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## Serial Number Transfer Policy

Dugong Scrapers maintains records relating to product serial numbers, invoice numbers, ownership history, and unit transfer records for product-control, insurance, engineering, warranty, and ownership-verification purposes.

Where a Dugong Scrapers unit, component, or related item is sold, transferred, re-sold, or exchanged, ownership records may be updated where lawful and appropriate.

Dugong Scrapers may in future operate or facilitate an equipment exchange, resale, or auction platform designed to assist owners and purchasers with the lawful buying, selling, identification, and transfer of Dugong Scrapers equipment and related products.

Serial-number records may be used to:

- Confirm genuine Dugong Scrapers products
- Assist insurance providers or freight carriers
- Support lawful ownership verification
- Maintain engineering and manufacturing history records
- Assist with service, maintenance, and replacement part identification
- Support equipment resale and transfer tracking systems

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## **Disclosure of Information**

Customer information will not be sold to third parties. Information may however be disclosed where reasonably required to:

- Freight carriers and logistics providers
- Insurance providers
- Payment processors
- Government authorities
- Taxation authorities
- Law enforcement agencies
- Legal representatives
- Warranty or compliance service providers

Such disclosure will only occur where reasonably necessary for legitimate business, legal, insurance, engineering, ownership-verification, taxation, or compliance purposes.

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## **Data Retention**

Dugong Scrapers may retain customer records, invoice records, ownership records, serial-number records, and related transaction information for as long as reasonably necessary to:

- Meet legal obligations
- Maintain taxation and accounting records
- Support warranty and insurance matters

- Maintain historical ownership and serial tracking records
  - Maintain engineering and product-control records
  - Support future resale, auction, or transfer verification systems
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## **Security**

Reasonable administrative, technical, and physical safeguards are used to protect stored customer information from unauthorised access, misuse, alteration, or disclosure.

However, no electronic storage or internet transmission system can be guaranteed completely secure.

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## **Australian Privacy Compliance**

This policy is intended to operate consistently with applicable Australian privacy and consumer legislation, including obligations relating to lawful business record keeping, taxation compliance, insurance administration, commercial transaction administration, and ownership verification systems. And or identifying genuine products of Dugong Scrapers.