



Millennium Science – Data Retention and Privacy Policy

Millennium Science is committed to protecting the privacy of individuals whose personal information we collect and hold. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Personal Information We Collect

We may collect personal information including, but not limited to:

- Name, job title, employer, and professional contact details
- Email address, phone number, and postal address
- Information provided through enquiries, orders, service requests, or event registrations
- Customer, supplier, and business contact records

We generally collect personal information directly from individuals, but may also collect it from third parties such as suppliers, business partners, or publicly available sources where appropriate.

2. How We Use Personal Information

We collect and use personal information for purposes including:

- Supplying products and services
- Providing technical support and customer assistance
- Responding to enquiries and communications
- Managing customer and supplier relationships
- Processing orders, invoices, and payments
- Organising events, training, or marketing communications
- Meeting legal, regulatory, or contractual obligations

We only use personal information for purposes that are reasonably related to our business activities or that you would reasonably expect.

3. Data Storage and Primary Systems

Millennium Science's principal repository for personal information is its **NetSuite enterprise resource planning (ERP) system**, which is used to manage customer, supplier, order, invoicing, and related business records.

Our NetSuite ERP data is **hosted locally in Australia**. Personal information may also be held in limited supporting systems (such as email or document management tools) where necessary for day-to-day business operations.

4. Disclosure of Personal Information

We may disclose personal information to:

- Suppliers and manufacturers whose products we distribute
- Service providers who support our business operations (such as logistics, IT, or accounting providers)
- Professional advisers (including legal and financial advisers)
- Regulatory authorities where required by law

We take reasonable steps to ensure that third parties handle personal information in a manner consistent with this Privacy Policy.

5. Overseas Disclosure

In some circumstances, personal information may be disclosed to overseas suppliers or service providers (for example, international manufacturers whose products we distribute). Where this occurs, we take reasonable steps to ensure that personal information is handled in a manner consistent with Australian privacy requirements.

6. Data Security and Retention

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Safeguards may include administrative, electronic, and physical measures appropriate to the nature of the information.

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

7. Access and Correction

You may request access to the personal information we hold about you and request correction if you believe it is inaccurate, out of date, or incomplete.

Requests can be made using the contact details below. We will respond within a reasonable timeframe and in accordance with applicable legal requirements.

8. Marketing Communications

We may send marketing or informational communications relevant to our products and services. You may opt out of receiving these communications at any time by following the unsubscribe instructions provided or by contacting us directly.

9. Complaints

If you believe we have breached your privacy or this Privacy Policy, you may contact us using the details below. We take privacy complaints seriously and will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

10. Contact Us

For privacy-related enquiries, access requests, or complaints, please contact:

Millennium Science Pty Ltd

Email: Customerservice@mscience.com.au