



## Summary

Kehoe Myers Consulting Engineers Pty Ltd ACN 011 061 582 (**Kehoe Myers**) are Professional Consulting Engineers. We specialise in Civil, Structural and Hydraulic engineering services. Kehoe Myers provide Consulting Engineering Services to clients throughout Australia with offices in Toowoomba, Ipswich and Roma.

Kehoe Myers is committed to protecting the privacy of your personal information. This Privacy Policy explains how Kehoe Myers manages the personal information that we collect, use and disclose and how to contact us if you have any further queries about our management of your personal information.

## Background

Kehoe Myers manage personal information in accordance with the *Privacy Act 1988 (the Act)* and the Australian Privacy Principles (**APPs**). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal.

Kehoe Myers only collects information that is reasonably necessary for the performance of our activities and functions so that we are able to provide you with the services you require.

Kehoe Myers may use your personal information as follows:

- to confirm your identity;
- to contact you directly about Kehoe Myers and our services;
- to share it with our related entities, subsidiaries, other specialist consultants as required to perform functions on our behalf;
- to share it with finance and insurance companies where required (typically these entities have their own privacy statements and/or policies outlined on their application forms and paperwork);
- for other purposes set out when your information is collected or in any additional terms and conditions applicable;
- for disclosures required by law, regulation or court order;
- to provide you with services requested and to follow up or pursue any queries you make; and
- to conduct internal customer research.

This includes Kehoe Myers using this information to communicate with you about our services, internal administration, direct marketing and planning purposes. We may also use your personal information for purposes related to those described above which would be reasonably expected by you. For example, we may use your personal information to keep you informed about our sales promotions or conducting analysis in order to provide you with better services.

If you do not provide us with the information required we may be unable to perform our services to maximise the value that we give.

## Personal Information

Kehoe Myers collects information in a number of ways, including:

- Directly from you – this can be collected by all forms of written communications, via our website or verbally asking you for that information over the telephone or in person.
- From a third party – Other consultants to complete a part of the works you require for your project, another principal consultant, financial institution or government departments.

Occasionally, we may ask you for personal information about other people, for example, your business associates. If you provide us with this information, we rely on you to tell those people that you are giving their personal information to us and to make them aware of this Privacy Policy.

Due to the nature of our company Kehoe Myers is required by law to collect certain information about you so that we can carry out professional engineering services. Some of the personal information that may be collected by our company would include:

- Salutation
- Given Name
- Family Name
- Position/Company Name
- ACN/ABN
- Email
- Website
- Postal Address
- Street Address
- Site Address
- Phone/Fax/Mobile
- Any other relevant information

## Data quality and Security of personal information collected

Kehoe Myers will take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, complete and as up to date as possible;
- store information in a secure manner, protected by a combination of physical and technical measures. Personal information that we store in hard copy is stored securely within our business premises. Personal information that we store electronically is stored on our computer servers which are located within secure premises and on portable hard drives which are transported securely if they are taken outside of the business premises and stored in another secure location.

We will take all reasonable steps to protect the security of your personal information held by us. This includes appropriate technology to protect personal information stored electronically, as well as limiting the number of Kehoe Myers personnel who have access to information stored in hard copy format.

Despite our reasonable efforts, we cannot guarantee that the security of your personal information will not be breached, therefore, to the fullest extent permitted by law, we disclaim all liability any responsibility for any damage you may suffer due to any loss, unauthorised access, misuse or alteration of any information we collect.

## Transfer of personal information

Kehoe Myers outsources certain business functions to other organisations. Your personal information may, as required from time to time, be disclosed or transferred to other organisations to allow them to assist Kehoe Myers to provide you with services. Other entities that your personal information is usually disclosed to include:

- Other specialist consultants directly linked to your project
- Financial services
- Insurance Companies directly linked to your project
- Auditors
- Government, regulators, law enforcement authorities, organisations as required or authorised by law

It is unlikely that Kehoe Myers will disclose your personal information to overseas recipients. If Kehoe Myers transfers your personal information outside Australia, we will comply with requirements of the Act that relate to transborder data flows. The entities to which we may disclose your personal information may also transfer your personal information outside Australia. We are unable to say what countries, if any, those recipients are likely to be located in.

## Access and correction of your personal information

You can access personal information we hold about you. Please contact Kehoe Myers if you would like to access or correct the personal information that we hold about you. You can access your personal information, subject to some exceptions allowed by law, by putting your request in writing to our Toowoomba Head Office.

## Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. If you are making a complaint about our handling of your personal information, we invite you to provide written details of your complaint to our Privacy Officer at [kmce@kehoemyers.com.au](mailto:kmce@kehoemyers.com.au) or by post to 124 Russell Street, Toowoomba Q 4350.

Our Privacy Officer will contact you within 14 days of the date we receive the written details of your complaint to acknowledge that we have received it. Our Privacy Officer will then:

1. review of the way we dealt with your personal information;
2. conduct an internal investigation (if necessary) into how your personal information came to be handled in the way that it was; and
3. provide a report to you within one month of the date we acknowledged receipt of your complaint.

If you believe we have breached the APPs you may also lodge a complaint with the Office of the Australian Information Commissioner.