

Privacy Policy

ABBA Engineering

Last updated: 14 March 2025

1. Introduction

ABBA Engineering (ABN: 89 093 337 270) is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in compliance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. A copy of the APPs may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au/.

By using our services, engaging with us, or accessing our website, you agree to the terms of this Privacy Policy. We may update this policy periodically, and the latest version will always be available on our website: <https://abbaeng.com/>.

2. Collection of Personal Information

We collect personal information that is necessary for us to provide **engineering and consultancy services**, including:

- **Identity and contact details:** Name, phone number, email address, business address.
- **Billing and payment details:** Bank details, invoices, and financial transactions.
- **Business details:** Company name, job title, industry, and project-related information.
- **Website interaction data:** IP addresses, cookies, browsing activity on our site.
- **Employee and contractor information:** Employment applications, certifications, and training records.

What is sensitive information?

Under certain circumstances, we may need to collect **sensitive information** about you. This might include any information or opinion about your racial or ethnic origin, religious or philosophical beliefs, criminal record, or health information.

Collection of sensitive information

If we collect your sensitive information, we will do so only:

- With your **consent**;
- If it is **reasonably necessary and directly related to the prevention of a serious and imminent threat to life or health**;
- As otherwise **required or authorised by law**.

We take appropriate measures to protect the security of this information.

3. How We Collect Personal Information

We collect personal information in various ways, including:

- **Directly from you** when you interact with us via phone, email, website forms, or in person.
- **From third parties**, such as business partners, publicly available sources (e.g., ASIC, Creditor Watch), or government agencies.
- **Automatically**, when you visit our website or use our online services, through cookies and tracking technologies.

Where lawful and practical, you may interact with us anonymously or under a pseudonym. However, if you choose not to provide certain personal information, we may be unable to deliver our services.

4. Use and Disclosure of Personal Information

We use and disclose your personal information for purposes such as:

- Providing our **engineering and consultancy services**.

- Verifying your identity and conducting due diligence.
- Processing payments and managing accounts.
- Communicating with you about our services, updates, and inquiries.
- Conducting business operations, data analytics, and improving our services.
- Complying with legal and regulatory obligations.
- **Marketing and promotional activities**, where permitted (you can opt out at any time).

4.1 Disclosure to third parties

We may disclose your personal information to third parties, including:

- Where you have **expressly or impliedly consented** to the use or disclosure of sensitive or personal information.
- Where the use or disclosure is **authorised or required by an Australian law or court/tribunal order**.
- Third-party service providers that assist in conducting our business, including insurance brokers, banks, legal service providers, billing or data storage services, and archival services providers.

We do not sell or share your personal information with **third parties for marketing purposes without your consent**.

4.2 Overseas Data Transfers

We may transfer personal information to **third-party service providers or partners located outside Australia** for data storage, cloud computing, or compliance services. These transfers will only occur if:

- The recipient is in a **country recognised by the Australian Government as having adequate privacy protections**, or
- We have entered into **binding contractual agreements** to ensure your data is protected, or
- You have **explicitly consented** to the transfer.

Current overseas data storage locations: ABBA Engineering does not currently store personal information overseas. All data is stored within Australia, ensuring compliance with Australian privacy laws.

5. Data Security and Protection Measures

We take reasonable steps to ensure that your personal information is secure, including:

- **Technical measures:** Secure servers, firewalls, encryption, multi-factor authentication.
- **Organisational measures:** Role-based access controls, staff training on privacy and cybersecurity.
- **Data minimisation:** Only retaining personal data for as long as necessary.
- **Regular audits and security updates** to prevent unauthorised access or breaches.

Despite these safeguards, no system is 100% secure. If you believe your data has been compromised, please contact us immediately.

6. Data Breach Notification

In the event of a **serious data breach** likely to result in harm, we will:

- **Assess the breach** and take immediate remedial action.
- **Notify affected individuals** and provide guidance on protective measures.
- **Report the breach to the Office of the Australian Information Commissioner (OAIC)** in accordance with the **Notifiable Data Breaches Scheme**.

If you suspect a data breach, please notify us at admin@abbaeng.com.

7. Automated Decision-Making (ADM) Transparency

ABBA Engineering does **not** use **automated decision-making (ADM)** processes that significantly affect individuals.

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All decisions regarding **employment, service eligibility, and client interactions** are **made by human staff, not AI or algorithms**. If we introduce ADM in the future, we will update this Privacy Policy accordingly.

8. Your Rights and Access to Information

Under the **Privacy Act 1988 (Cth)**, you have the right to:

- **Access** the personal information we hold about you.
- **Request** corrections to any inaccurate or outdated data.
- **Withdraw consent** for marketing communications or specific uses of your data.
- **Request deletion** of your personal data (subject to legal and operational requirements).
- **Complain** if you believe your privacy rights have been violated.

To exercise these rights, contact us at admin@abbaeng.com.

8.1 Complaints Process

We take privacy concerns seriously. If you wish to lodge a complaint:

1. Contact our **Corporate Services Manager** via admin@abbaeng.com.
2. We will respond within **30 days**.
3. If you are unsatisfied, you may escalate your complaint to the **Office of the Australian Information Commissioner (OAIC)** at:
enquiries@oaic.gov.au
www.oaic.gov.au
1300 363 992

9. Direct Marketing & Opt-Out

We may send you **marketing emails, newsletters, or service updates**. You can **unsubscribe at any time** by clicking the "unsubscribe" link in emails or contacting us directly.

We will never share your data with third parties for **direct marketing purposes** without your **explicit consent**.

10. Third-Party Links

Through your use of the Website, you may receive or access links to third-party websites and/or the opportunity to share on social media (such as the "Share" or "Like" features on Facebook). Your access to such third-party websites or use of social media features is subject to the privacy policies and practices of those third-party websites and/or social media providers. We do not control the collection, use, or disclosure of any information on such third-party links.

You may access the Website through links on third-party websites. By entering the Website through a third-party website, you may be allowing such third party's website to view any information you provide to us. **We are not responsible for the privacy practices or the content of any third-party websites**. We encourage you to review the privacy policies of any third-party websites through which you access the Website.

11. Children's Privacy

Our services are **intended for individuals aged 18 and over**. We do not knowingly collect personal information from minors.

- If a child under 18 provides us with personal information, we will **delete** it or **seek parental consent**.
- If you believe we have collected information from a minor, please contact us immediately.

This section aligns with the upcoming **Children's Online Privacy Code**, ensuring we comply with evolving privacy protections for minors.

11. Changes to This Privacy Policy

We may update this policy periodically. If changes **significantly impact your rights**, we will **provide direct notice where possible**.

The latest version will always be available at: <https://abbaeng.com/>

12. Defined Terms

In this policy, the terms below have the following meanings:

- **"Services"** means the services supplied by us in connection with the Website and our business generally.
- **"We, us, and our"** means Oceancross Pty Ltd T/As ABBA Engineering (ACN 093 337 270) and includes our subsidiaries, agents, employees, officers, representatives, affiliated or related entities, assigns, and successors.
- **"Website"** means our website: <https://abbaeng.com>
- **"You"** means you, the person accessing or using the Website and/or the Services.