PRIVACY POLICY

Revision: 0

Control Page

This document has been prepared on behalf of and for the exclusive use of RPM Engineering Group.

It is expected that this document in its entirety, including any related/referenced material and documentation shall be treated in strict confidence by the Client.

REV.	DATE	SECTION	DESCRIPTION
0	16-07-2026	All	Issue for Use

	NAME	TITLE	SIGNATURE	DATE
APPROVED BY	Martin Thorpe	Managing Director		16-07-2026

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Privacy Policy

For RPM Engineering Group Pty Ltd — website: www.rpmeng.com.au

1. Introduction

RPM Engineering Group Pty Ltd ABN 18 690 846 023 of 53 Sholl Street, Mandurah, WA 6210 respects your privacy and is committed to protecting the personal information we collect through our website, enquiries, quotations, project communications and related construction services. This Privacy Policy explains how we collect, hold, use, disclose and protect personal information.

This policy is intended to support compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles where they apply to our business. It is a general template and should be reviewed for your specific operations, systems and legal obligations before publication.

2. What personal information we collect

Depending on how you interact with us, we may collect personal information including your name, phone number, email address, postal or site address, property details, project requirements, enquiry details, quotation information, billing and payment details, photographs or site information you provide, and records of communications with us.

If you apply for work with us, subcontract to us, or attend a worksite, we may also collect information relevant to recruitment, licensing, qualifications, insurance, induction, safety compliance, emergency contacts and work health and safety requirements.

3. How we collect personal information

We collect personal information when you contact us through our website, telephone, email, social media, online forms, in-person meetings, site inspections, quotation requests, service agreements, invoices, job applications, supplier onboarding or other communications with us.

We may also collect information from third parties where it is reasonable to do so, such as architects, engineers, certifiers, real estate agents, project managers, insurers, subcontractors, suppliers, referees, publicly available sources or online platforms you use to contact us.

4. Website cookies and analytics

Our website may use cookies, analytics tools and similar technologies to understand website traffic, improve functionality, remember preferences and assess the performance of marketing campaigns. These technologies may collect information such as your IP address, device type, browser, pages visited, time spent on pages and referral source.

You can disable cookies through your browser settings, although some website features may not work as intended.

5. Why we collect and use personal information

We collect and use personal information to respond to enquiries, prepare quotations, assess project requirements, provide construction, renovation, maintenance or related services, manage contracts, coordinate suppliers and subcontractors, process payments, issue invoices and receipts, manage warranties, comply with legal and safety obligations, improve our website and services, and communicate with you about our business.

We may use your contact details to send service updates, project communications or marketing material where permitted by law. You can unsubscribe from marketing communications at any time by contacting us or using the unsubscribe option where provided.

6. Disclosure of personal information

We may disclose personal information to employees, contractors, subcontractors, suppliers, consultants, engineers, certifiers, architects, insurers, professional advisers, payment processors, IT and website service providers, marketing platforms, debt collection agencies, government authorities, regulators, dispute resolution bodies and other parties where reasonably necessary for our business operations or where required or authorised by law.

We do not sell personal information. If we disclose information to third-party service providers, we take reasonable steps to ensure they handle personal information appropriately.

7. Overseas disclosure

Some of our technology, cloud hosting, analytics, marketing, customer management or payment service providers may store or process information outside Australia. Where this occurs, we take reasonable steps to ensure personal information is handled in a manner consistent with applicable Australian privacy requirements.

8. Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These steps may include access controls, secure systems, staff training, password protection, secure document storage and the use of reputable service providers.

We retain personal information for as long as reasonably necessary for the purpose for which it was collected, to meet legal, insurance, tax, accounting, warranty, dispute resolution and record-keeping requirements, or as otherwise permitted by law. When information is no longer required, we will take reasonable steps to destroy or de-identify it.

9. Accessing and correcting your information

You may request access to the personal information we hold about you or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. We may need to verify your identity before responding. In some circumstances, we may refuse access or correction where permitted by law, and we will explain our reasons where appropriate.

10. Privacy complaints

If you have a concern or complaint about how we handle personal information, please contact us using the details below. We will consider your complaint and respond within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

11. Contact us

Privacy Officer: Charles McElhinney
Email: Charlie@rpmeng.com.au
Phone: +61 08 6556 8699
Postal address: WA 6210

12. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, technology, legal obligations or privacy practices. The updated version will be published on our website with the revised date.