

Ecomarine Services is a specialist provider of remotely operated vehicle (ROV) inspections, tank cleaning, and water infrastructure maintenance services across a range of environments, including fire water tanks, potable water tanks, reservoirs, and dams. As part of our operations, we handle personal and business information from clients, contractors, and team members.

To uphold trust and transparency, this policy outlines how we collect, use, store, and protect personal information in accordance with the Privacy Act 1988 (Cth). This policy applies to all personal information handled by Ecomarine Services, including that of employees, contractors, clients, and third-party service providers.

1 Purpose

The purpose of this policy is to outline Ecomarine Services' commitment to managing personal information in a way that is open, transparent, and compliant with Australian privacy legislation.

2 Policy Statement

Ecomarine Services is committed to protecting the privacy and confidentiality of personal information. We handle all data in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), ensuring personal information is managed with care, integrity, and accountability.

3 What We Collect

We may collect personal information such as:

- Name and contact details
- Business name and job title
- Project location and access requirements
- Email communications and inquiry details
- Any other information reasonably necessary to provide our services

4 How We Collect It

We collect personal information through:

- Direct interactions (e.g., when you contact us by phone, email, or via our website)
- Job bookings, service requests, and project consultations
- Online forms or surveys
- Site visits and assessments

5 Why We Collect It

We use your information to:

- Respond to inquiries and provide quotations
- Deliver inspection, cleaning, and maintenance services
- Issue invoices and manage client relationships
- Comply with legal obligations
- Improve our service delivery and client engagement

6 Disclosure of Personal Information

We will not sell or rent your personal data. We may disclose your information to:

- Our employees and contractors to carry out services
- IT service providers and consultants under strict confidentiality
- Regulatory authorities when required by law

7 Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure servers, password protection, and access controls.

8 Access and Correction

You have the right to access and correct the personal information we hold about you. To make a request, please contact us at admin@ecomarineservices.com.au.

9 Website and Cookies

Our website may use cookies to enhance user experience. We do not track personal behavior beyond our website or collect sensitive data without consent.

10 Privacy Inquiries

If you have any questions about this policy or how your data is handled, please contact:

Privacy Officer

Ecomarine Services Pty Ltd

Email: admin@ecomarineservices.com.au

Phone: 0424 648 368

11 Review

This policy will be reviewed annually or after any incident to ensure it remains effective and compliant with legal obligations