

Founded in Brisbane, Australia, SGME Pty Limited (the company, the organisation, SGME, we, us or our) is a boutique consulting firm focusing on enhancing client satisfaction and delivering excellence. We have experienced technical scientists, engineers and professionals collaborating with clients and their stakeholders to develop and deliver innovative solutions to complicated challenges that create enduring value. We provide a wide range of consulting services in the mining and minerals sector relating to the following disciplines:

- environmental management;
- water management;
- geotechnical; and
- research and development.

SGME ("**we**," "**us**," or "**our**") is committed to protecting the privacy of the personal information we collect and process. This Privacy Policy outlines how we collect, use, disclose, and manage your personal information in accordance with the Privacy Act 1988 (Cth) (the "**Act**") and the Australian Privacy Principles (**APPs**). By accessing our services, visiting our website, or providing your personal information to us, you consent to the practices outlined in this Privacy Policy.

### Overview and Definitions

- '**SGME**' refers to SGME Pty Ltd ACN 621 989 866.
- '**Personal Information**' means information or an opinion about an identified individual or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not, as defined under the Act.
- '**Sensitive Information**' means information about an individual's racial or ethnic origin, political opinions, religious beliefs, health information, sexual orientation, and other personal details defined as sensitive under the Act.

### What Personal Information We Collect

We collect personal information necessary for our business functions and activities. This may include, but is not limited to:

- Full name, date of birth, and contact details (e.g., phone number, email address).
- Employment details (e.g., occupation, employer).
- Financial information (e.g., billing details).
- Sensitive information such as health information, when necessary, for the services we provide and with your explicit consent.

### How We Collect Personal Information

We collect personal information directly from you in several ways, including:

- When you interact with us via telephone, email, or our website.
- Through forms you complete or other correspondence you send us.
- When you use our services or engage with our staff.
- From third parties, where authorised by you (e.g., service providers, legal representatives).
- From publicly available sources when necessary for our business operations.

If you provide us with information about another person, you must ensure you are authorised to do so and that they are aware of our Privacy Policy.

### Use and Disclosure of Personal Information

We use personal information for purposes including:

- Providing the services you request.
- Communicating with you regarding our services.
- Developing, improving, and promoting our services.

- Complying with our legal and regulatory obligations.

We may disclose your personal information:

- To our employees, contractors, and service providers involved in delivering our services.
- To third-party service providers, such as IT support, marketing, and cloud storage providers.
- To legal and regulatory authorities when required or authorised by law.
- With your consent, to other organisations for related purposes.

We do not sell or rent your personal information to third parties.

### **Overseas Disclosure**

We may store and process your personal information using cloud storage providers or services located outside Australia, including:

- Web traffic analysis tools (e.g., Google Analytics), which may store data across multiple countries.
- Cloud storage providers with overseas servers.

Where personal information is transferred overseas, we take reasonable steps to ensure that your information is protected in accordance with the Act and the APPs.

### **Security of Personal Information**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. We implement security measures such as encryption, secure access controls, and employee training.

### **Access to and Correction of Your Personal Information**

You have the right to request access to or correction of your personal information held by us. To do so:

- Contact us via the details below.
- We will verify your identity and respond to your request within a reasonable timeframe (usually within 30 days).
- If we deny your request, we will provide written reasons and the options available to you.

In some instances, we may charge a reasonable fee to cover the cost of locating and providing access to your personal information.

### **Retention and Destruction of Personal Information**

We retain personal information for as long as necessary to fulfil the purposes for which it was collected or as required by law. If you request the deletion or de-identification of your personal information, we will comply where practicable and legally permissible. Please note that destruction or de-identification of your information may limit our ability to provide you with future services.

### **Cookies and Website Analytics**

Our website uses cookies and analytics tools to collect information about your interaction with our site, such as:

- IP address, device type, and browser information.
- Pages visited and search terms used.
- Date and time of access.

You can adjust your browser settings to reject cookies; however, doing so may affect the functionality of our website.

## Changes to Our Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, the law, or technology. The most current version will be available on our website. Your continued use of our services after any updates constitutes your acceptance of the revised Privacy Policy.

## 11. Complaints and Contact Information

If you have any questions about our Privacy Policy or wish to make a complaint about how we manage your personal information, please contact us at:

**Email:** [privacy@sgme.au](mailto:privacy@sgme.au)

**Mail:** PO Box 5622, Stafford Heights QLD 4053

**Phone:** +61 (0) 7 3148 6288

We will endeavour to resolve your complaint promptly and will respond within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

**Website:** <https://www.oaic.gov.au>

**Mail:** GPO Box 5218, Sydney NSW 2001

**Phone:** 1300 363 992

## 12. Links to Third-Party Websites

Our website may contain links to external websites. Please note that these websites are not governed by this Privacy Policy. We recommend reviewing the privacy policies of any third-party websites you visit.

SGME is committed to protecting your privacy and handling your personal information responsibly. We encourage you to contact us if you have any questions about this policy.

This policy is published to demonstrate the culture and collective commitment of our company. It is communicated to employees during induction and is reviewed on an annual basis to ensure that it remains appropriate, effective and suitable for our business.



Timothy Rohde  
**SGME Pty Limited**  
07 November 2024