



## AB Enterprise Group – Privacy Policy

### Overview

**AB Enterprise Group** Incorporating Armstrong Bricklaying Pty Ltd, AB Civil Retaining, and AB Plant & Equipment Hire, take your right to privacy very seriously.

Located in Eight Mile Plains QLD 4133; The AB Enterprise Group (ABEG) is an ethical and professional organisation delivering aligned services within the construction industry. We provide, high-quality brick and block laying for residential and commercial projects; specialised construction of retaining walls; Innovative use of robotic lifting aids, making masonry more accessible and efficient; hiring out of earth moving equipment, and provide Comprehensive Solutions for both small-scale, and large developmental projects. Our clients include Government, Corporate, Commercial, Schools, Body Corporates, and Individuals.

We are dedicated to safeguarding and respecting your privacy, whether you visit any website within our group or are an existing client of our firms. For the purpose of data protection legislation, we act as the data controller and shall process your personal data in accordance with the Privacy Act 1988 (Cth). We kindly request that you read this policy to understand our views and practices concerning your personal data and how we shall treat it.

The Privacy Act 1988 (Commonwealth of Australia – Privacy Act), and the Australian Privacy Principles (APPs) govern the manner in which we must manage your personal information. This policy sets out how we collect, use, disclose, and otherwise manage your personal information.

### Visitors to our websites

We may collect and process your personal data in the following circumstances:

- When you complete forms on our websites whereby you divulge your name, address, telephone number, e-mail address, and other details.
- If you contact us through our websites we may hold a record of your data.
- Details of your visits to our websites including and not limited to: traffic data, location data, weblogs, other communication data, and the website pages that you access.
- Whenever you disclose your information to us, or we collect your information in any other way, we may gather information about your device and your I.P. address, this is for use in our statistical data. This statistical data will not divulge the identity of website visitors, it is used to identify and analyse browsing actions and patterns of visitors.
- Our websites utilise cookies to distinguish you from other visitors to our sites. Our cookies cannot access your personal information. Cookies enhance your experience as you surf through any of our websites and click into various pages within the site. At your own option, cookies can be disabled in your browser. However, it will affect your website experience. How to disable cookies vary from browser to browser. For information you should research the type of browser you are using in how to do this.
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- As with the majority of websites; during your visit to any of ours, there may be cookies used that are not directly related to our organisation. These could be placed should you view videos via YouTube that are
- embedded in a website page. ABEG do not have control of these cookies and you should check with the individual site (e.g. YouTube cookie policy) for more information on these.
- Our websites incorporate no direct links to third party websites. Our video presentations may be hosted by third parties such as YouTube. We do not accept any liability for third party hosting or their cookie policies.

### **Existing and New Clients**

- We will collect personal details such as your name, postal address, telephone number, e-mail address, etc. We will use this information to process your enquiries and to comply with our contractual obligations.
- We receive payments from our clients via direct transfer. Your privacy and how your data is handled will be the responsibility of your bank or other financial institution, or instrument you choose to transfer payments to any of our three entities. The AB Enterprise Group cannot accept any liability for data leaks through such third parties.
- We may contact you from time-to-time via e-mail, SMS, or post to provide you with current and relevant news.
- We might use your feedback in our newsletters and/or social media without fully identifying you e.g. just your forename and postcode.
- Should a client transmit personal information via electronic mail (email) to ABEG, we cannot accept liability to the client or their agents for interception by third parties, such as hackers. This provision likewise extends to telephone conversations and SMS (text) messages exchanged between the customer and ABEG, regardless of whether the communication was initiated by the customer or any of our entities.
- Your personal information will be accessible by management and in part by employees of the AB Enterprise Group. This is in order to provide you with the best customer service possible, and to ensure a seamless delivery of our services and products in a timely manner.
- Your personal information will be only shared if ordered to do so by an Australian Commonwealth or Queensland court-of-law, or by written request from the Queensland or Australian Federal Police.

### **Failing to provide personal data**

- It is very important that Clients of the AB Enterprise Group provide their most accurate and current information in order to avoid things like services being undertaken at an incorrect address.
- Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide the data when requested, we may not be able to perform the contract we have or are trying to enter into with you. For example: to provide you with our products and services.

## Storing your personal information

- We store your personal information in electronic format, rarely on paper. The security of your personal information is of great importance to us and something that we take very seriously at the AB Enterprise Group.
- All reasonable measures are taken to ensure your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

## Access and Correction

Upon making a written request, you may access the personal information we hold about you. We will respond to your request within a reasonable period.

- We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).
- If, upon receiving access to your personal information, or at any other time you believe your personal information on our records to be inaccurate, incomplete, or out-of-date, please notify us immediately. We will take all reasonable steps to correct the information so that it is accurate, complete, and up-to-date. The AB Enterprise Group takes reasonable steps to ensure the current accuracy of all our clients' data.

## Communications

In relation to communications from any of the ABEG entities to the customer; the AB Enterprise Group may opt to communicate through any one or several of the following methods:

- Electronic mail;
- Telephone;
- SMS messaging;
- In person; or
- A letter or promotion sent by post.

The AB Enterprise Group cannot be held responsible for the security of personal information a client may send through any of the above-mentioned methods.

*Exception:* when presented in person on a one-to-one basis.

## Monitoring and Recording

We may monitor and record communications with you (such as telephone calls and e-mails) for the purpose of quality assurance, training, fraud prevention, and compliance.

- The AB Enterprise Group premises has CCTV cameras installed, and where a client visits in person, they may be recorded via CCTV.

- Such CCTV recordings are held for 30+ days.
- All reasonable steps are taken to ensure that all CCTV recordings are kept and stored through secure methods.

### Updates and changes to our privacy policy

The AB Enterprise Group reserves the right to update this privacy policy at any time. Any such alterations we make to our privacy policy will be posted on this page and within the written privacy policy document.

We undertake to notify you should there be any alterations to this policy that materially affects how we collect, store or process your personal data. If we would like to use your previously collected personal data for purposes other than those we notified you about at the time of collection, we will provide you with notice, and where required by law, seek your consent, before using your personal data for a new or unrelated purpose. We may process your personal information without your knowledge or consent where required by applicable laws and/or regulations.

### Complaints and feedback

Should you wish to make a complaint about a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

**E-mail:** [admin@armstrongbricklaying.com.au](mailto:admin@armstrongbricklaying.com.au)

**Telephone:** 0499 576 691

**By letter:**

AB Enterprise Group, 26/89 Priestdale Road, Eight Mile Plains, QLD 4113.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacycomplaints> to obtain the relevant complaint forms, or to contact the Information Commissioner's office.

The information contained within this policy pertains only to the AB Enterprise Group: Armstrong Bricklaying Pty Ltd, AB Civil Retaining Pty Ltd, and AB Plant and Equipment Hire Pty Ltd, 26/89 Priestdale Road, Eight Mile Plains QLD 4133.



*This Privacy Policy was last amended in May 2026.*

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