

13/03/2026

COCKERILL PREVOST

Privacy Policy - Public Release

Principles and expectations for the secure retention of private data

Introduction

Cockerill Prevost are committed to protecting your personal information and handling it with care, respect, and transparency. This Privacy Policy explains how we collect, use, disclose, store and protect the personal information we hold. It also outlines your rights and how you can contact us with questions or concerns.

By interacting with us, you trust us with your information. We take that responsibility seriously.

1. Managing Personal Information Transparently

A publicly available privacy document is published and maintained to explain how we handle personal information.

We also support our staff with internal procedures to ensure personal information is treated consistently and responsibly.

This policy is reviewed regularly and updated when our information handling practices change.

2. Your Choice to Remain Anonymous

Where possible, you may choose to remain anonymous or use a pseudonym when dealing with us.

In situations where your identity is required—for example, to provide certain services—we will explain why and what information is needed.

3. Collecting Personal Information We Request From You

We only collect personal information that is reasonably necessary for us to deliver our services.

Sensitive information is collected only when permitted by law or with your consent. We use secure and authorised channels to collect your information, and we avoid collecting data we do not need.

4. Handling Personal Information We Did Not Request

If we receive personal information unintentionally, we assess whether we are permitted to keep it.

If it is not needed or cannot be lawfully retained, we securely destroy or de-identify it as soon as practicable.

5. Keeping You Informed When We Collect Information

When we collect your personal information, we tell you why we are collecting it, how we will use it, and who it may be shared with.

We provide privacy notices through our forms, online tools, and other contact channels.

6. Using and Disclosing Your Personal Information

We use and disclose your personal information only for the purpose for which it was provided or a related purpose you would reasonably expect.

We do not use your information for other purposes unless you agree or the law authorises it.

7. Direct Marketing

We may send you relevant updates or service information only where permitted. Every message will include a clear way to opt out, and we will action your request promptly.

8. Sending Personal Information Outside Australia

If we need to share your personal information with an overseas service provider, we take steps to ensure the recipient handles the information in a way that is consistent with this policy.

We use contractual and operational safeguards to protect your information during any overseas transfer.

9. Use of Government Identifiers

We do not adopt government-issued identifiers—such as Medicare or Tax File Numbers—as our own internal identifiers.

We use or disclose such identifiers only when legally required.

10. Keeping Your Information Accurate

We take reasonable steps to ensure the personal information we hold is accurate, complete, up-to-date and relevant.

We may check its accuracy when interacting with you, and we welcome updates if your details change.

11. Protecting and Securing Your Personal Information

We take steps to protect the personal information we hold from misuse, loss and unauthorised access or disclosure.

We use secure systems, restricted access, and safe disposal methods.

When information is no longer needed for lawful or operational reasons, we securely destroy or de-identify it.

12. Accessing Your Personal Information

You may request access to the personal information we hold about you.

We will provide access unless there is a lawful reason not to.

If we refuse access, we will explain why and outline any available review options.

13. Correcting Your Personal Information

If you believe the personal information we hold is incorrect, incomplete or outdated, you can request a correction.

We will make corrections as needed and, where appropriate, notify other parties who previously received the information.

We will inform you of the outcome of your request.

Contact Us

If you have questions, concerns or requests relating to this Privacy Policy or your personal information, you can contact us at:

Cockerill Prevost

cockerillprevost.com

We welcome your feedback and are here to assist.