



HAWKEYE INTEGRATED SERVICES

Drone & Machinery Solutions

Privacy Policy

Hawkeye Integrated Services Pty Ltd

Effective Date: 29 April 2026

1. Introduction

Hawkeye Integrated Services Pty Ltd ("we", "our", "us") is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you engage with our services or visit our website.

2. What Information We Collect

We may collect the following types of personal information:

Personal Details

- Full name
- Email address
- Phone number

Business Information

- Company name and job title
- Project or site details

Service Data

- Uploaded documents (plans, images, scope documents)
- Drone-captured imagery, video, mapping data, and reports
- Inspection and asset condition data

Technical Data

- IP address and browser type



- Device information and website usage data (via cookies and analytics tools)

3. How We Collect Information

We collect personal information through:

- Website contact and enquiry forms
- Email and phone communications
- Client onboarding agreements and service contracts
- File uploads (plans, photos, site documentation)
- Cookies and website analytics tools
- Third-party platforms (e.g. CRM systems, booking tools)

4. Why We Collect Your Information

We use your information to:

- Provide drone services, inspections, and reporting
- Respond to enquiries and prepare quotes and proposals
- Deliver project outcomes, reports, and documentation
- Improve our services and website experience
- Send relevant operational communications and updates
- Meet legal, regulatory, and contractual obligations

5. Disclosure of Personal Information

We may disclose your information to:

- Employees and engaged contractors
- Subcontracted drone operators and field technicians
- IT service providers (cloud hosting, CRM, cloud storage)
- Professional advisors (legal, accounting, compliance)
- Government or regulatory bodies where required by law

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

6. Data Storage and Security

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure. Our safeguards include:

- Secure cloud storage systems with access controls
- User authentication and role-based access management
- Encryption of data in transit and at rest where applicable

While we take all reasonable precautions, no data transmission or storage system is completely secure. We cannot guarantee the absolute security of your information.



7. Drone Operations & Data Collection

As part of our service delivery, we may collect aerial imagery and environmental data including:

- Images of properties, infrastructure, land, and equipment
- Thermal and environmental condition data
- Mapping and survey outputs

All drone operations are conducted in compliance with Civil Aviation Safety Authority (CASA) regulations (CASR Part 101). We take reasonable steps to minimise the capture of personal information not required for service delivery.

8. Cookies and Website Tracking

Our website uses cookies and analytics tools to understand website traffic, improve user experience, and optimise our marketing. You may disable cookies through your browser settings, which may affect certain website features.

9. Access and Correction

You have the right to request access to the personal information we hold about you, or to request corrections if it is inaccurate, incomplete, or out of date. To make such a request, please contact us using the details in Section 14.

10. Overseas Disclosure

Some of our service providers — including cloud storage platforms and CRM systems — may store or process data on servers located overseas. We take reasonable steps to ensure these providers maintain privacy practices consistent with the Australian Privacy Principles.

11. Retention of Data

We retain your personal information only for as long as necessary to deliver our services, comply with legal requirements, and resolve disputes. When no longer required, information is securely deleted or de-identified.

12. Complaints

If you believe we have handled your personal information incorrectly, please contact us first. We will investigate and respond within 30 days. If unresolved, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will be published on our website with a revised effective date. We encourage you to review this policy periodically.



14. Contact Us

For privacy-related enquiries, access requests, or complaints, please contact:

Company	Hawkeye Integrated Services Pty Ltd
Contact	Dave Valquez — Founder & Managing Director
Email	info@hawkeyeintegratedservices.com.au
Phone	+61 417 053 380
Website	www.hawkeyeintegratedservices.com.au