

## 1.0 Purpose and Scope

- a. This document outlines our policy on handling personal information from certain individuals. Protecting personal information is important to us. We understand some information is more sensitive, so we will be clear about why we are collecting it, what we intend to use it for and how we will protect it.
- b. In this policy, personal information is any information that could identify you or be used to establish your identity.
- c. 'AECOM', 'we', 'us' or 'our' refers to the AECOM group entities operating in New Zealand including AECOM New Zealand Limited and AECOM Consulting Services (NZ) Limited (together AECOM).

## 2.0 What are AECOM's privacy obligations?

- a. AECOM's privacy obligations concern the collection, use, disclosure and storage of personal information.
- b. In collecting and dealing with personal information, AECOM is subject to the Privacy Act 2020 (**Privacy Act**), and in particular its information privacy principles contained in Part 3 (IPPs).

## 3.0 AECOM's Personal Information Handling Practices

- a. **What is personal information?** "Personal information" means information about an identified individual, or an individual who is reasonably identifiable, which may include an opinion (whether true or not, and whether it is recorded in a material form or not).
- b. **What personal information does AECOM collect and hold?** The types of information AECOM collects and holds includes (but is not limited to) personal information from individuals who communicate with AECOM directly via email or through our website (including prospective employees and individuals who are contacting AECOM on behalf of a business that wishes to engage its services), through one of our digital service offerings or products, and personal information about our employees and contractors. In particular, AECOM may collect your name, title, email address, address, organisation, phone number, IP address, and any other personal information or data you volunteer.

AECOM may also collect information about how you use our website and digital service offerings or products, including usage history, habits, preferences, browser or device information such as location information, IP addresses, cookie IDs, and other unique identifiers, as well as content and service metrics. [Click here](#) for more information on the collection of cookies.

You can always choose to deal with AECOM anonymously (or by providing a pseudonym), unless it is impracticable for AECOM to deal with you on that basis. AECOM usually collects information directly from you when you send AECOM an email or submit personal information to AECOM via its website or through a written application.

However, there may be occasions where AECOM collects your personal information from a third-party service provider, for example from AECOM's joint venture partners, consultants, subconsultants and employment hire agencies. In doing so, AECOM will comply with IPP 2 or AECOM will notify you and obtain your consent prior to collecting your personal information from a third-party service provider.

AECOM generally holds personal information on internal servers in New Zealand and the United States, at AECOM's headquarters or shared service centres. However, in some instances personal information will be held on a third party's server. Where this occurs, AECOM retains the right and power to access and control that personal information from the third-party server, without restriction.

<p><b>c. For what purposes does AECOM collect, hold, use and disclose your personal information?</b></p>	<p>AECOM collects, holds, uses and discloses your personal information for the overarching purpose of providing its services, conducting its business and communicating with you.</p> <p>Some examples of the specific purposes for which AECOM may collect, hold, use and disclose your personal information includes the following:</p> <ul style="list-style-type: none"> <li>i. Compiling contact details of individuals who have elected to receive an electronic mail-out of our “One” e-publication.</li> <li>ii. Responding to a business query regarding AECOM’s services.</li> <li>iii. Managing, operating and improving AECOM’s website.</li> <li>iv. Forwarding your enquiry to the appropriate AECOM entity or business line for a response.</li> <li>v. Dealing with enquiries regarding prospective employment with AECOM and managing employment relationships within AECOM’s business.</li> <li>vi. Improving AECOM services.</li> <li>vii. Protecting the safety of AECOM employees and protecting and managing AECOM’s corporate assets.</li> <li>viii. Administration of compensation, benefits and career development programs.</li> <li>ix. Compliance with legal and regulatory requirements, for example to comply with professional accreditation requirements, client code of conduct policies and contracts, parental leave requirements with Inland Revenue Department, and requirements of the Department of Internal Affairs and/or Immigration New Zealand.</li> <li>x. To facilitate you working from home or working flexibly. For instance, AECOM may collect, use and disclose your personal information to various internal departments to enable materials including office equipment, work mobile phones, work laptops, Encore! awards or work documents to be delivered to your home address (or another address nominated by you) where you are working or will be working. AECOM may also collect, use or disclose your personal information to third parties for this purpose including courier companies to facilitate the delivery of the above materials, office supply stores or telecommunications or technology companies (who may arrange for the materials to be sent to you directly).</li> <li>xi. Enabling you to use one of our digital service offerings or products. This may include for example, communicating with you, managing your account, providing feedback or support (including via third-party contractors), displaying your public comments on the digital service offering or product, or improving the digital service offering or product.</li> </ul>
<p><b>d. Disclosure to Overseas Recipients</b></p>	<p>Personal information collected, held or used by AECOM may also be disclosed outside of New Zealand to overseas recipients generally located in the countries listed in the APPENDIX 1. If disclosing, AECOM will act in accordance with IPP 11 and IPP 12.</p>
<p><b>e. Notifiable Privacy Breaches</b></p>	<p>If AECOM experiences a privacy breach that causes serious harm to someone (or is likely to), AECOM will notify the Office of the Privacy Commissioner as well as any affected individuals as soon as practicable.</p>

## 4.0 Queries, Concerns and Further Information

<p><b>a. How can I access the information held about me and seek correction?</b></p>	<p>If you learn that personal information AECOM holds about you is inaccurate, incomplete or not up-to-date, please contact AECOM (details below) so that your information can be updated. If you wish to see what information AECOM holds about you, you can ask for a copy of it.</p> <p>AECOM will not charge you for lodging a request for a copy of your personal information, but you will be asked to pay a reasonable fee for the work involved in providing you with this information and for associated costs such as photocopying. You will be notified of any likely costs before your request is processed.</p>
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b. <b>What if I have a complaint?</b>	If you have a privacy complaint or concern, especially if you think your privacy has been affected or you wish to complain about AECOM's refusal to update or grant access to its records of your personal information, you should contact AECOM as detailed below for an examination of your complaint. If after that you are still unhappy you can complain about a privacy matter to the Privacy Commissioner. See <a href="#">Complaining to the Privacy Commissioner</a> for how to make a complaint.
c. <b>Does AECOM change its policies on privacy from time to time?</b>	AECOM may update this privacy policy from time to time. To get the most current privacy policy, contact AECOM.

**How can you contact us?**

**Email** [privacyquestions@aecom.com](mailto:privacyquestions@aecom.com)  
**Telephone** +64 212 893 357  
**Postal Address** AECOM House  
 8 Mahuhu Crescent, Auckland, 1010,  
 New Zealand

**5.0 References**

- a. [Complaining to the Privacy Commissioner](#)
- b. [IPP 2](#)
- c. [IPP 11](#)
- d. [IPP 12](#)
- e. Privacy Act 2020 (**Privacy Act**)
- f. [Privacy Policy \(AECOM Website\)](#)

**6.0 Appendices**

- a. Appendix 1 - Overseas Recipient Countries

**7.0 Change Log**

Rev #	Change Date	Description of Change	Location of Change
1	07-May-2014	Initial Release as L3AN(NZ)-500-PL1	
2	14-Sep-2017		
3	10-Apr-2019	Re-released as L3AN(NZ)-007-PL1; updated Purpose and Scope.	Section 1.0
4	20-Sep-2021	Updates in line with Privacy Act 2020 and to regulate disclosure of information when people are working flexibly or working from home.	Sections 2.0, 3.0 and 5.0
5	06-Jun-2023	Re-ordered reference to the NZ operating entities. Include reference to complying with Inland Revenue parental leave information requirements. Updates to contact details and references.	Sections 1.0, 3.0, 4.0 and 5.0

**APPENDIX 1 - Overseas Recipient Countries**

Australia

Brazil

Cambodia

Canada

China

France

Germany

Hong Kong

India

Indonesia

Malaysia

Philippines

Romania

Singapore

South Africa

Thailand

United Arab Emirates

United Kingdom

United States

Vietnam