

Privacy Policy

Effective Date: November 2025

Avolve Consulting (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in connection with our HR, Safety, and Consulting services.

1. What Information We Collect

We may collect personal and business information necessary to provide our services, including:

- Contact details (name, position, phone, email, business address)
- Business information such as structure, size, and industry
- Employment information (contracts, pay rates, job descriptions)
- WHS and compliance data
- Records relating to HR or workplace matters provided for review or advice
- Sensitive information (e.g., health or disability data) where relevant and with consent

We only collect personal information that is reasonably necessary for the delivery of our services or to meet legal obligations.

2. How We Collect Information

We may collect information through:

- Direct contact (email, phone, meetings, forms, surveys)
- Documents or files shared by clients during consulting engagements
- Publicly available sources (e.g., business websites, LinkedIn, regulator databases)
- Online interactions via our website or social media (if applicable)

Where practicable, we collect information directly from the individual or business representative and will notify you of the purpose of collection unless it is obvious or previously disclosed.

3. Purpose of Collection

We collect and use personal information to:

- Provide HR, Safety, and consulting services
- Communicate with clients and manage engagements
- Conduct audits, reviews, and compliance assessments
- Send service updates, newsletters, or offers (with consent)
- Meet legal, contractual, or insurance obligations
- Use de-identified data for internal reporting or service improvement

We do not use or disclose personal information for unrelated purposes unless consent is given or required by law.

4. Disclosure of Personal Information

We may share information with:

- Professional advisers (e.g., legal, insurance, accounting)
- Subcontractors or consultants assisting in service delivery (bound by confidentiality)
- Government or regulatory authorities as required by law

All third parties are required to comply with privacy obligations consistent with this policy and the APPs. We do not sell, rent, or trade personal information.

5. Data Security and Storage

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access, modification, or disclosure. This includes:

- Secure cloud storage with encryption
- Password-protected devices and limited access
- Regular backups and secure disposal of paper records

While we strive to protect your data, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

6. Access and Correction

You may request access to the personal information we hold about you at any time by contacting us in writing. If you believe any information is inaccurate or incomplete, we will take reasonable steps to correct it promptly. We aim to respond within 30 days.

7. Retention and Disposal

We retain personal information only as long as necessary to fulfil its purpose or meet legal requirements (typically seven years for business records). After this period, data is securely destroyed or de-identified.

8. Website and Cookies

If our website uses cookies or analytics tools, they are used solely to improve user experience and site performance. No personal data is stored unless voluntarily submitted. We may use third-party services (e.g., Google Analytics) to collect anonymised usage data.

9. Overseas Disclosure

Avolve Consulting does not routinely disclose personal information overseas. However, some cloud-based software providers may store data in international data centres (e.g., Microsoft, Google). We only use reputable providers that comply with strict privacy and security standards and take reasonable steps to ensure compliance with the APPs.

10. Questions and Complaints

If you have questions or concerns about our handling of personal information, please contact:

Samantha Hall Principal Consultant – Avolve Consulting

samantha@avolveconsulting.com.au

0486 182 827

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

11. Policy Updates

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated version will be posted on our website with the revised effective date.

12. Document Control

Version: 1.0 **Date Issued:** November 2025 **Review Date:** November 2026