

**Policy Document**  
**CSE Consulting Queensland**  
Privacy and Protection of Information Policy  
**FY2024-25**

*Queensland, Australia.*

Prepared by:



**Meredith Papas**

Founder / Director | Principal Communications and Stakeholder Engagement Specialist  
CSE Consulting Queensland

Ph: +61 448 995 731

E: [Meredith.Papas@cseconsultingqueensland.com.au](mailto:Meredith.Papas@cseconsultingqueensland.com.au)



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## Introduction

CSE Consulting Queensland values and respects the privacy of the people we deal with. CSE Consulting Queensland is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy (Policy) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

## What is personal information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

## What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

- 🔗 The personal information we collect about you may include:
- 🔗 Name and business name
- 🔗 Mailing or street address;
- 🔗 Date of birth;
- 🔗 Email address;
- 🔗 Phone number
- 🔗 ABN number for contracting or invoicing

Under certain circumstances, CSE Consulting Queensland or associated contractors and collaborators may need to collect sensitive or additional background information about you. This might be to inform the tone or vernacular of communications or to better understand your business and communications and engagement goals. If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

Of course, you do not have to provide us with your personal information. That choice is entirely yours and we respect that.



## How do we collect your personal information?

We collect your personal information directly from you when you:  
A phone or Teams/Zoom conversation

- 🔗 In person;
- 🔗 Via an online form or survey/questionnaire
- 🔗 At a CSE Consulting Queensland or other event
- 🔗 If you subscribe to our mailing list
- 🔗 If you apply for a position with us as an employee, contractor or volunteer

## Collecting personal information from third parties

We may also collect your personal information from third parties or through publicly available sources, such as social or digital media, traditional media and marketing collateral to better inform our communications and engagement strategies and action.

## How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- 🔗 Provide you with information or services that you request from us
- 🔗 Deliver to you a more personalised experience and service offering
- 🔗 Improve the quality of the services we offer
- 🔗 Internal administrative purposes
- 🔗 Marketing and research purposes

## Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- 🔗 Our third party service providers (for example, our IT providers);
- 🔗 Our marketing providers;
- 🔗 Our professional services advisors;



## Transfer of personal information overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia. In the event this is applicable to work we are doing for you, we will let you know and keep you informed.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- 🔗 You have given us your consent to disclose personal information to that third party; or
- 🔗 We reasonably believe that:
  - the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
  - the law or binding scheme can be enforced; or
- 🔗 The disclosure is required or authorised by an Australian law or court / tribunal order.

## How do we protect your personal information?

CSE Consulting Queensland will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- 🔗 Having a robust physical security of our premises and databases / records
- 🔗 Taking measures to restrict access to only personnel who need that personal information to effectively provide services to you
- 🔗 Having technological measures in place (eg. anti-virus software, fire walls)

## Online activity

CSE Consulting Queensland's website uses cookies. A cookie is a small file of letters and numbers the website puts on your device **if you allow it**. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the CSE Consulting Queensland website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.



## Website analytics

Our website uses Google Analytics and the GoDaddy platform to help us better understand visitor traffic, so we can improve our services. Although this data is mostly anonymous, it is possible that under certain circumstances, we may connect it to you.

## Direct marketing

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications.

These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Australian Spam Act 2003 (Cth). You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

You may opt-out of receiving marketing communications from us at any time by following the instructions to “unsubscribe” set out in the relevant communication.

In addition, we may also use your personal information or disclose your personal information to third parties for the purposes of advertising, including online behavioural advertising, website personalisation, and to provide targeted or retargeted advertising content to you (including through third party websites).

## Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

## How to access and correct your personal information

CSE Consulting Queensland will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within three (3) business days. We will deal with such a request by following the procedure outlined below:

- 🔄 Take details and corrections as required



- 🔄 Apply these corrections to documentation and collateral as requested by you and to ensure all documentation and collateral is correct
- 🔄 Have these materials reviewed by you
- 🔄 Ensure all final edits are adopted and new collateral / documentation is reprinted or re-published and any incorrect materials will be destroyed.

## Links to third party sites

CSE Consulting Queensland website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and **we are not responsible for the privacy policies or the content of any third-party provider** or website.

Third party providers / websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

## Inquiries and complaints

For complaints about how CSE Consulting Queensland handles, processes or manages your personal information, please contact Founder / Director Meredith Papas on 0448 995 731 or email [info@cseconsultingqueensland.com.au](mailto:info@cseconsultingqueensland.com.au)

Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to five (5) business days for CSE Consulting Queensland to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with CSE Consulting Queensland's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at [www.oaic.gov.au/](http://www.oaic.gov.au/)) to lodge a complaint.

## How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

**Email** - [info@cseconsultingqueensland.com.au](mailto:info@cseconsultingqueensland.com.au)

**Contact number** - +61 448 995 731