

Privacy Policy

Last updated: 29/07/2026

Business name: Arthur Andrews Consulting

ABN: 66 780 813 516

Website: arthurandrews.com.au

1. Introduction

Arthur Andrews Consulting respects your privacy and is committed to protecting the personal information we collect and handle.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information when you visit our website, contact us, request a quote, engage our IT services, or otherwise interact with us.

We may provide IT support, managed services, cybersecurity, cloud services, Microsoft 365 support, backup and disaster recovery, network services, consulting, hardware and software support, and related technology services.

2. Personal Information We Collect

We may collect personal information including:

- Name
- Business name
- Job title
- Email address
- Phone number
- Postal or business address
- Billing and payment information
- Enquiry details
- Website form submissions
- Technical support information
- Device, network, software or system details
- Login or account details where required to provide support
- Records of communication with us
- Information provided during onsite, remote or managed IT support

Where we provide IT services, we may also access information stored on your business systems, devices, cloud platforms, servers, email systems, backup systems or network infrastructure.

3. Sensitive Information

In some cases, we may come across sensitive information while providing IT services, particularly where we support medical, dental, legal, financial or professional services businesses.

Sensitive information may include health information, identity information, financial information, or other confidential business or client data.

We do not intentionally collect sensitive information unless it is reasonably necessary to provide our services, you have authorised access, or we are required or permitted by law to do so.

4. How We Collect Personal Information

We may collect personal information when you:

- Visit our website
- Complete an online contact form
- Request a quote or proposal
- Email, call or message us
- Engage us to provide IT services
- Give us access to your systems or accounts
- Subscribe to updates or newsletters
- Interact with us through social media
- Use remote support tools
- Provide information during a project, support request or consultation

We may also collect information from third parties where necessary, including software vendors, hardware suppliers, cloud providers, telecommunications providers, domain registrars, hosting providers, cybersecurity platforms and other technology partners.

5. Why We Collect Personal Information

We collect and use personal information to:

- Respond to enquiries
- Provide quotes and proposals
- Deliver IT support and consulting services
- Manage client relationships
- Provide remote and onsite technical support
- Configure and maintain systems, software, devices and networks
- Manage cybersecurity, backup, cloud and managed services
- Process invoices and payments
- Communicate service updates
- Liaise with third-party vendors on your behalf
- Improve our website, services and customer experience
- Meet legal, regulatory, insurance, accounting and compliance obligations
- Protect our business, clients, systems and data

6. Website Analytics and Cookies

Our website may use cookies, analytics tools or similar technologies to understand how visitors use the website and to improve functionality, performance and content.

This information may include:

- IP address
- Browser type
- Device type
- Pages visited
- Time spent on the website
- Referral source
- General location information

You can usually disable cookies through your browser settings, although some website features may not function properly if cookies are disabled.

7. Use of Personal Information for Marketing

We may use your contact details to send you information about our services, updates, security alerts, technology insights or relevant business information.

You may opt out of marketing communications at any time by using the unsubscribe link in our emails or contacting us directly.

We will not sell your personal information to third parties.

8. Disclosure of Personal Information

We may disclose personal information where necessary to provide our services or operate our business.

This may include disclosure to:

- Cloud service providers
- Software vendors
- Hardware suppliers
- Domain and hosting providers
- Telecommunications providers
- Cybersecurity providers
- Backup and disaster recovery providers
- Payment processors
- Accountants, insurers, legal advisers or professional advisers
- Contractors or subcontractors assisting us
- Government, regulatory or law enforcement bodies where required by law

We only disclose personal information where it is reasonably necessary for our business activities, service delivery, legal obligations, or where you have authorised us to do so.

9. Third-Party Providers and Overseas Disclosure

Some third-party services we use may store or process information outside Australia. This may include cloud platforms, software-as-a-service providers, remote support tools, email systems, backup platforms, cybersecurity tools and hosting providers.

Where personal information is disclosed overseas, we take reasonable steps to use reputable providers and protect the information in accordance with applicable privacy obligations.

Common overseas locations may include, but are not limited to:

- United States
- United Kingdom
- European Union
- New Zealand
- Singapore
- Other locations where major cloud or SaaS providers operate

10. Security of Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Password protection
- Multi-factor authentication
- Access controls
- Secure remote access tools
- Encryption where appropriate
- Endpoint security
- Firewalls and network security controls

- Secure cloud platforms
- Backup procedures
- Logging and monitoring
- Internal confidentiality procedures

The Australian Privacy Principles include obligations relating to the security, quality, access and correction of personal information. [\[oaic.gov.au\]](https://www.oaic.gov.au)

However, no internet transmission, website, email system, cloud service or IT environment can be guaranteed to be completely secure.

11. Remote Access and IT Support

Where we provide IT support, you may authorise us to remotely access your systems, devices, servers, cloud platforms, email accounts or business applications.

We will only access systems for legitimate service-related purposes, such as troubleshooting, configuration, maintenance, security, backup, migration or project work.

You are responsible for ensuring you have appropriate authority to grant us access to any systems, accounts, files or data.

12. Data Breaches

If we become aware of a privacy or data security incident involving personal information, we will take reasonable steps to contain, assess and respond to the incident.

Where required by law, we will notify affected individuals and the Office of the Australian Information Commissioner. Under the Notifiable Data Breaches scheme, organisations covered by the Privacy Act must notify affected individuals and the OAIC when a data breach involving personal information is likely to result in serious harm. [\[oaic.gov.au\]](https://www.oaic.gov.au)

13. Retention of Personal Information

We retain personal information for as long as reasonably necessary to:

- Provide services
- Maintain business records
- Comply with legal, tax, accounting and insurance obligations
- Resolve disputes
- Enforce agreements
- Maintain service history
- Support cybersecurity and operational requirements

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or de-identify it.

14. Accessing or Correcting Your Personal Information

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

You may also request that we correct personal information if it is inaccurate, incomplete, outdated or misleading.

To make a request, please contact us using the details at the end of this policy.

We may need to verify your identity before responding to your request.

15. Accuracy of Information

We rely on you to provide accurate and current information.

Please contact us if your details change or if you believe any information we hold about you is incorrect.

16. Links to Other Websites

Our website may include links to third-party websites.

We are not responsible for the privacy practices, security, content or accuracy of third-party websites.

You should review the privacy policy of any external website you visit.

17. Children's Privacy

Our website and services are intended for businesses and adults. We do not knowingly collect personal information from children without appropriate consent.

18. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business practices, legal obligations or technology.

The updated version will be published on this website with a revised "Last updated" date.

19. Complaints

If you have concerns about how we handle your personal information, please contact us first so we can attempt to resolve the issue.

We will respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

20. Contact Us

If you have any questions about this Privacy Policy or how we handle personal information, please contact us:

Arthur Andrews Consulting

Email: support@arthurandrews.com.au

Website: arthurandrews.com.au