

Survey Assist Australia - Privacy Policy

This Privacy Policy sets out how Survey Assist Australia collects, uses, stores, and discloses your personal information. We are committed to protecting your privacy and complying with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth).

By engaging our services or using our website, you consent to the practices described in this policy.

1. The Information We Collect

We only collect personal information that is reasonably necessary for us to provide our mentoring and coaching services and to operate our business.

The types of personal information we may collect include:

- **Contact Information:** Your name, email address, phone number, and postal address.
- **Professional Details:** Your business name, role, and details about your professional goals.
- **Financial Information:** Payment details, bank account information, or other billing details for our services.
- **Service-Related Information:** Any data, feedback, or personal insights you share with us during coaching sessions or through our survey assistance processes.
- **Website Usage Data:** Information about how you use our website, including your IP address, browser type, and pages visited, collected via cookies and analytics tools.

We collect most of this information directly from you, through our website forms, email correspondence, phone calls, and during our one-on-one sessions.

2. How We Use and Disclose Your Information

We use your personal information primarily to deliver our services to you. This includes:

- Providing you with mentoring and coaching support.
- Communicating with you about your sessions, progress, and our services.
- Processing payments and managing our business relationship.
- Sending you relevant updates, newsletters, or marketing information (you can unsubscribe at any time).
- Improving our services based on your feedback and usage patterns.

We will not sell, rent, or trade your personal information to third parties. We may disclose your information to third-party service providers who assist us in operating our business, such as:

- IT support and hosting providers (e.g., our website hosting service).

- Payment processors (e.g., Stripe, PayPal) to handle financial transactions.
- Analytics services (e.g., Google Analytics) to understand website traffic.

We take reasonable steps to ensure that these third parties comply with the APPs and handle your information securely. We will only disclose your information overseas if required to do so by a third-party service provider, in which case we will take reasonable steps to ensure that the overseas recipient handles your information in a manner that aligns with Australian privacy law.

3. Data Quality and Security

We take reasonable steps to ensure that the personal information we collect and use is accurate, complete, and up-to-date. We protect your personal information from misuse, loss, and unauthorised access or disclosure through a range of measures, including:

- Secure, password-protected computer systems.
- Confidentiality agreements with our staff and contractors.
- Secure storage of hard-copy documents where applicable.

When your personal information is no longer needed for its original purpose, we will take reasonable steps to destroy or permanently de-identify it.

4. Accessing and Correcting Your Information

You have the right to request access to the personal information we hold about you. You also have the right to ask us to correct any information you believe is inaccurate, incomplete, or out-of-date.

To make an access or correction request, please contact us using the details below. We will respond to your request within a reasonable time and may ask for a small administrative fee to cover the costs of providing access.

5. Making a Complaint

If you believe that we have breached the Australian Privacy Principles, you have the right to make a complaint. You can do this by contacting our Privacy Officer in writing.

We will investigate your complaint and respond to you as soon as reasonably practicable. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

6. Our Contact Details

If you have any questions or concerns about this policy or our privacy practices, please contact our Privacy Officer:

Survey Assist Australia greatrate28@gmail.com