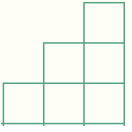




# PRIVACY POLICY

Elevia Consulting



## Introduction

Elevia Consulting (“we”, “our”, “us”) is committed to protecting the privacy of our clients and stakeholders. This Privacy Policy explains how we collect, store, use, and protect your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

## Information We Collect

We may collect personal and business information that is reasonably necessary for us to provide our services, including but not limited to:

- Name, address, phone number, and email address.
- Business name, ABN, and corporate details.
- Tender documents, contracts, and business-related information.
- Any additional information you choose to provide through forms, email, meetings, or calls.

## How We Collect Information

We collect information in the following ways:

- Directly from you through phone, email, meetings, or forms.
- Through our website, including contact or quote request forms.
- From tender documentation and project submissions.
- At networking events, business meetings, and via referrals.

## How We Use Your Information

We use your personal information only for the purposes for which it was collected, including to:

- Provide consultancy services such as tender preparation and contract administration.
- Communicate with you about projects, proposals, and updates.
- Manage invoicing, record-keeping, and business operations.
- Comply with legal, contractual, and regulatory obligations.

We will not use your information for unrelated purposes without your consent, unless required or authorised by law.

## Disclosure of Information

We do not sell or rent personal information. We may disclose information to:

- Trusted subcontractors, service providers, or partners assisting in service delivery (who are bound by confidentiality obligations).
- Government agencies, regulators, or other entities as required or authorised by law.
- Third parties only with your consent or where reasonably necessary to deliver our services.

We do not disclose information overseas unless explicitly required and with your consent.

## Storage and Security

We take reasonable steps to keep your information secure from misuse, loss, unauthorised access, modification, or disclosure. Measures include:

- Secure, password-protected digital storage systems.
- Restricted access to sensitive files and client information.
- Regular review of data security practices.
- Secure destruction or de-identification of information when no longer required.


## Access and Correction

You may request access to, or correction of, your personal information at any time by contacting us. We will respond within a reasonable period and, where lawful and practical, provide access.

## Complaints

If you believe we have breached your privacy, please contact us:

 [info@eleviaconsulting.com.au](mailto:info@eleviaconsulting.com.au)

 0411 964 656

We will investigate and respond to your complaint within 30 days. If you are not satisfied, you may refer your complaint to the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

## Authorisation and Version Control

Policy Owner: Elevia Consulting

Authorised by: Danielle Emerson – Director / Principal Consultant

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