

Privacy & Data Handling Policy

1. Purpose

This policy outlines how we collect, store, use, and protect customer information. We are committed to ensuring all client data is managed securely, ethically, and in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

2. Collection of Information

- We only collect information necessary to deliver our services, including basic family information, design briefs, compliance reviews, and program feedback reports.
- Information is obtained directly from clients during consultations, project discussions, or through documentation provided by the client.
- Examples of information collected may include contact details, service needs, project-specific data, and regulatory requirements.

3. Storage of Information

- Digital information is stored in secure, password-protected cloud systems such as Google Drive, Apple Icloud or Microsoft OneDrive.
- Physical records (if required) are kept in locked filing systems within an office environment which is password protected and has CCTV security.
- Access to all records is strictly limited to authorised personnel only.

4. Use of Information

- Information is used solely for project-related purposes, including preparing reports, ensuring compliance, and providing consultancy advice.
- Data is not shared with third parties unless:
 - required by law, or

- with the client's express approval and written consent.
- Information may also be used to communicate updates, manage project progress, and maintain accurate records.

5. Retention & Disposal

- Information is retained only for as long as required to meet project obligations or regulatory requirements.
- Once no longer needed as per legislative requirements, digital files are securely deleted and physical documents are shredded or destroyed.

6. Client Rights

- Clients have the right to request access to their personal or business information.
- Clients may also request corrections or updates to ensure information remains accurate.
- Requests will be actioned promptly and free of charge.

7. Policy Review

This policy is reviewed regularly to ensure it remains compliant with relevant laws and reflects best practice in data protection and privacy.