



Privacy Policy for Insight Services Alliance

Last Updated: 15/09/2025

1. Introduction

Insight Service Alliance is committed to protecting your privacy and ensuring the confidentiality and security of your personal information. This Privacy Policy outlines how we collect, hold, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth) (the Privacy Act) and the Australian Privacy Principles (APPs).

By providing your personal information to us, you consent to our collection, use, and disclosure of that information in accordance with this Policy.

2. What Personal Information We Collect

We may collect the following types of personal information:

- Contact Information: Name, job title, business address, email address, and phone number.
- Identity Information: Information if required for verification purposes.
- Professional Information: Employment history, qualifications, skills, professional memberships, and other details from your CV or professional profiles (e.g., LinkedIn) if you are a client, potential employee, or subcontractor.
- Financial Information: Bank account details, credit card information (processed securely by a third-party payment gateway), billing address, and Australian Business Number (ABN).
- Business Information: Information about your business, including financial records, strategic plans, operational details, and other data you provide to us for the purpose of our consulting services.
- Technical & Usage Data: When you visit our website ([Your Website URL]), we may collect your IP address, browser type, pages visited, and time spent on the site through cookies and similar technologies. This is used for analytics and to improve our website. You can manage your cookie preferences through your browser settings.
- Other Information: Any other information you choose to provide to us through correspondence, meetings, or forms.

3. How We Collect Personal Information

We collect information in several ways:

- Directly from You: When you engage our services, contact us via our website, email, or phone, subscribe to our newsletter, or provide us with information in a meeting or form.
- From Third Parties: With your consent, we may collect information from your accountants, lawyers, other advisors, or publicly available sources like the Australian Securities and Investments Commission (ASIC) or professional networking sites.
- Automatically: Through cookies and analytics tools when you interact with our website.

4. Purpose of Collection: Why We Collect, Hold, Use, and Disclose Your Information

We only use your personal information for the primary purpose for which it was collected, related purposes, and as permitted by law. These purposes include:

- Providing our consulting services to you and managing our business relationship.
- Communicating with you, including responding to enquiries and providing updates.
- Processing payments and invoicing.
- Internal administrative purposes, record keeping, and business management.
- Sending you promotional materials about our services that may be relevant to you (you can opt-out at any time).
- Complying with our legal and regulatory obligations.
- Assessing and engaging potential employees or subcontractors.

5. Disclosure of Personal Information

We will not sell, rent, or trade your personal information. We may disclose your information to third parties only in the following circumstances:

- **Service Providers:** To external providers who assist us in operating our business, such as IT service providers, cloud storage providers (e.g., Microsoft, Google), payment systems operators, and professional advisors (e.g., lawyers, accountants). We take reasonable steps to ensure these providers comply with the APPs.
- **As Required by Law:** Where disclosure is required or authorised by Australian law, such as to government agencies, regulatory bodies, or law enforcement.
- **With Your Consent:** For any other purpose where you have provided your express consent.

6. Security and Storage

We take the security of your personal information seriously. We hold information both in electronic and physical form. We use a range of physical and technical security measures to protect it from misuse, interference, loss, and unauthorised access, modification, or disclosure. These measures include:

- Secure password-protected systems.
- Encryption of sensitive data.
- Secure physical storage for paper records.
- Limiting access to personal information to employees and contractors who need it to perform their duties.

While we take all reasonable steps to secure your information, no method of transmission over the Internet or electronic storage is 100% secure.

7. Access to and Correction of Your Personal Information

You have the right to access the personal information we hold about you and to request that it be corrected if it is inaccurate, out-of-date, incomplete, irrelevant, or misleading. To request access or correction, please contact our Privacy Officer using the details in Section 10. We will respond to your request within a reasonable period and may charge a reasonable fee for providing access. In certain circumstances permitted by law, we may refuse your request for access or correction. If we do, we will provide you with a written notice explaining the reasons for the refusal.

8. Complaints

If you believe we have breached the APPs or mishandled your personal information, please contact our Privacy Officer first. We will investigate your complaint and respond to you in writing within a reasonable timeframe.

If you are not satisfied with our response, you may lodge a complaint with the:
Office of the Australian Information Commissioner (OAIC) Phone: 1300 363 992
Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or the law. The updated version will be posted on our website with the effective date of the revision. We encourage you to review this policy periodically.

10. How to Contact Us

For any questions, concerns, requests for access or correction, or complaints regarding this Privacy Policy or your personal information, please contact our Privacy Officer:

Privacy Officer Peta Smith, Insight Services Alliance
Based in Warrnambool Victoria, email contact@insightservices.info
Ph 0439 815 994