

## Privacy Policy

### Statement of Intent

Savage Consulting is committed to providing quality communication and services to you. This Privacy Policy provides details of the personal data we collect from you, what we do with it, how you might access it and who it might be shared with.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

### Contact Information

Contact Savage Consulting on [admin@savageconsulting.com.au](mailto:admin@savageconsulting.com.au) for more information on this policy.

### What personal data do we collect?

#### Website visit only

If you visit our website to view the content you do not need to provide us with any personal data. However, your browser transmits some data automatically, such as the date and time of retrieval of one of our web pages, your browser type and settings, your operating system, the last page you visited, the data transmitted, the access status, and your IP address.

#### Contact via telephone, email or form submission

To communicate with us, request information (e.g. free report, e-book) or make an appointment you will be required to provide personal data. We use this data to fulfil your request.

#### Website Contact Form

If you use the contact form on our site you may opt-in to save your name, email address. When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

#### Purchase a service

If you purchase a service from us you will be required to provide personal data to fulfil the requirements of a contractual or service relationship, which may exist between you and our organisation.

Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website [www.savageconsulting.com.au](http://www.savageconsulting.com.au), from your website, from media and publications,

from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

## What we do with your personal data

We process personal data only for the purpose for which the data was collected. We use this personal data for the provision of the service or the performance of the contract. We may use your personal data for other similar purposes, including future marketing and communications.

From our customers and clients we process and retain personal data for the following purposes.

Processing purpose	Retention period
Communications, marketing and intelligence	Until consent withdrawn
Customer support	Until consent withdrawn
Sales of services	Until consent withdrawn

When your personal data is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal data. However, most of the personal data is or will be stored in client files which will be kept by us for a minimum of 7 years.

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

## Who might we share your personal data with?

To maintain and improve our services, your personal data may need to be shared with or disclosed to our sub-consultants, and in some cases, public authorities for the purpose of obtaining approvals or permits on your behalf.

We may be mandated to disclose your personal data in response to requests from a court, police services or other regulatory bodies. Where feasible, we will consult with you prior to making such disclosure and, in order to protect your privacy, we will ensure that we will disclose only the minimum amount of your information necessary for the required purpose.

## How do we look after personal data?

We limit the amount of personal data collected and it is stored in a manner that reasonably protects it from unauthorised access, damage, loss, modification or disclosure. We retain personal data only for as long as described above, to respond to your requests, or longer if required by law.

## **How can you access your personal data?**

You may access the personal data we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal data, please contact us in writing.

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Savage consulting will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal data.

In order to protect your personal data, we may require identification from you before releasing the requested information.

## **How to unsubscribe**

You may unsubscribe to any future emails by responding to the email.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information is unlikely to be sought or retained by us.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Policy Updates**

This Policy may change from time to time and is available on our website.