



# Privacy Policy – Leap Consulting

**Last updated: 17 April 2023**

Leap Consulting (WA) Pty Ltd (ACN 109 043 236) trading as Leap Consulting and its Related Bodies Corporate (as defined by the provisions of the *Corporations Act 2001* (Cth)) (**Leap Consulting, we, us or our**) respects your privacy and is committed to protecting it.

We comply with the Australian Privacy Principles and the *Privacy Act 1988* (Cth) (**Privacy Act**), which govern the way private sector organisations collect, use, keep secure and disclose Personal Information.

The Privacy Act defines “Personal Information” to mean any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained, from the information or an opinion.

If you have any concerns or complaints about the manner in which your Personal Information has been collected, used or disclosed by us, please contact us via the information set out in **Section 11** and we will resolve your concern or answer your question.

We recommend that you keep this information for future reference.

## **1. The types of Personal Information we collect, use and disclose**

We will only use or disclose your Personal Information for the primary purposes for which it was collected or as consented to by you. At or around the time we collect Personal Information from you, we will endeavour to provide you with a notice which details how we will use and disclose that specific information. We set out some common collection, use and disclosure instances in the table below.



Purpose	Type of Information	Uses	Disclosures
General enquiries	<ul style="list-style-type: none"><li>• <b>Website enquiries and requests for us to contact you:</b> Such as your name, company name, email address, phone number, and any information you provide to us as part of your enquiry message on our “Contact Us” webpage.</li><li>• <b>Telephone enquiries:</b> Such as your name, company name, email address, phone number, and any information you provide to us as part of your enquiry message.</li></ul>	<p>The types of uses we will make of Personal Information collected for this type of purpose include:</p> <ul style="list-style-type: none"><li>• <b>Services:</b> The provision of our services to you including:<ul style="list-style-type: none"><li>- Using your Personal Information in order to assist you to use our products and services.</li><li>- To provide customer service functions, including handling customer enquiries and complaints.</li></ul></li><li>• <b>General marketing and consumer analytics:</b> Using your Personal Information:<ul style="list-style-type: none"><li>- To aggregate with other information and to then use it for marketing and consumer analytics. This may occur via the use of “cookies” (as detailed in section 2.6) which enable us to personalise your use of our website, and better learn how visitors use our website.</li><li>- To offer you updates on products, events or information that may be of interest to you.</li><li>- For marketing and promotional activities by us (including by direct mail, telemarketing and email) such as our email alerts, product awareness information and newsletters.</li></ul></li><li>• <b>Online accounts or social media:</b> If you participate or interact with our accounts on social media platforms (such as Facebook, Twitter and LinkedIn) and you provide us your Personal Information, we may use it for:<ul style="list-style-type: none"><li>- Adding your social media account handle to our marketing database.</li><li>- Customer service related contact with you via social media.</li><li>- Resharing social media posts that we are tagged in.</li></ul></li></ul>	<p>The types of disclosures we will make of Personal Information collected for the type of purposes listed include, without limitation:</p> <ul style="list-style-type: none"><li>• To third parties connected with the customer service and enquiry process, including ecommerce, payment gateway providers and financial institutions.</li><li>• To service providers (including IT service providers and consultants) who assist Leap Consulting in providing our products and services.</li><li>• To related bodies corporate of Leap Consulting (including related entities).</li><li>• To third parties in connection with the sale of any part of Leap Consulting’s business or a company owned by a Leap Consulting entity.</li><li>• As required or authorised by law.</li></ul>



Purpose	Type of Information	Uses	Disclosures
		<ul style="list-style-type: none"> <li>- Responding to social media messages from you.</li> <li>- Complying with our obligations under social media platform rules</li> <li>• <b>General administrative and security use:</b> <ul style="list-style-type: none"> <li>- To protect Leap Consulting’s websites from security threats, fraud or other criminal activities.</li> <li>- The administration and management of Leap Consulting.</li> <li>- The maintenance and development of our products and services, business systems and infrastructure.</li> <li>- In connection with the sale of any part of Leap Consulting’s business or a company owned by a Leap Consulting entity.</li> <li>- For quality assurance purposes.</li> </ul> </li> </ul>	
Human resources	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, e-mail address, current postal and residential address, phone numbers, country of residence, next of kin contact details.</li> <li>• <b>Identifying information:</b> Details of required primary identification information to the extent provided to us (such as a current Australian driver licence, Medicare card, passports, proof of vaccination, and any other information that may be lawfully required by the government, our partners or Related Bodies Corporate.).</li> <li>• <b>CV, resume or application related information:</b> Such as the details provided in your resume or CV, your eligibility to work in Australia, your education, previous employment details, professional memberships or trade qualifications.</li> <li>• <b>Tax, superannuation and payroll information:</b> Such as your Tax File Number and ATO Declaration,</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Background checks, information collected from referees, medical or health information, or pre-employment testing results:</b> Utilising the information collected for the purpose of assessing candidate suitability for a role, including by obtaining: <ul style="list-style-type: none"> <li>- Verification of your identity and entitlement to work.</li> <li>- Confirmation of criminal history checks.</li> <li>- Confirmation of your valid driver licence (where holding a valid driver licence is required for the role).</li> <li>- Publicly available information including Facebook, Twitter, Instagram, and YouTube that may be browsed during your background check.</li> <li>- Confirmation of eligibility to work in Australia.</li> <li>- Confirmation of education and qualifications.</li> </ul> </li> </ul>	<p>We may disclose your Personal Information to:</p> <ul style="list-style-type: none"> <li>• Relevant superannuation company.</li> <li>• Government agencies, including but not limited to the Australian Taxation Office, Centrelink and Child Support Agency.</li> <li>• Relevant Worker’s Compensation organisation (e.g. WorkCover etc).</li> <li>• Third party referees provided by you in connection with an application made to Leap Consulting.</li> <li>• Service providers (including IT service providers and payroll administration providers), if any.</li> <li>• Recruitment agents used in connection with your application with us.</li> <li>• Third parties in connection with the sale of any part of Leap Consulting’s business or a company owned by a Leap Consulting entity.</li> </ul>



Purpose	Type of Information	Uses	Disclosures
	<p>Superannuation details and financial institution details.</p> <ul style="list-style-type: none"> <li>• <b>Background check information:</b> Information obtained from you or third parties to perform background checks (including criminal history checks, where applicable).</li> <li>• <b>Information collected from your referees:</b> Such as your referees' opinion about job performance and other information that may be provided when conducting referee checks.</li> <li>• <b>Medical or health information</b> which you voluntarily provide to us as part of pre-employment medicals, random drug and alcohol testing or such other information which may be related to an incident which has occurred during the course of your employment.</li> <li>• <b>Performance related information:</b> Pre-employment testing and other information collected by Leap Consulting's systems in the course of the employee or contractor's engagement with Leap Consulting.</li> <li>• <b>Your image, likeness or voice:</b> Voluntary video, photo or audio recordings of you.</li> <li>• <b>Security information:</b> Such as CCTV footage and photographs taken on our premises.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirmation of previous employment.</li> <li>• <b>Administration and performance monitoring:</b> Utilising the information collected for the purpose of: <ul style="list-style-type: none"> <li>- Dealings related to the employer/employee relationship or the contractor/principal relationship (as the case may be), including payment of salary or wages, superannuation and leave entitlements, considering or assessing request for medical leave.</li> <li>- Use of such information whether or not the employment or contractor relationship is prospective, current or past.</li> <li>- Providing a safe working environment and monitoring systems, performance and time usage and internet usage.</li> <li>- Administration and management of Leap Consulting.</li> <li>- In connection with the sale of any part of Leap Consulting's business or a company owned by a Leap Consulting entity.</li> </ul> </li> <li>• <b>Promotion and campaigns:</b> Utilising your recorded image, likeness or voice for the purpose of promoting Leap Consulting or its services, such as on our website, social media or advertising.</li> </ul>	<ul style="list-style-type: none"> <li>• Third party suppliers in connection with obtaining any background checks, pre-employment screening.</li> <li>• Internet or general public, where reasonably expected to be used on website, social media or advertising.</li> <li>• Our customers, in connection with our provision of services (or proposal to provide services), where the customer requires the result of a background check or medical screening check for relevant persons who perform the services or enter onto their premises.</li> <li>• Financial institutions for payroll purposes.</li> <li>• As required or authorised by law.</li> </ul>
Direct Marketing	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> <ul style="list-style-type: none"> <li>- Such as your name, company name, email address, phone number, job title.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Services:</b> The provision of our services to you including: <ul style="list-style-type: none"> <li>- Using your Personal Information in order to assist you to use our products and services, including access to our resources, such as the Data Security Guide, Case Study, 5 Critical Data Security Threats and Getting Started with the Cloud.</li> </ul> </li> </ul>	<p>We may disclose this type of Personal Information to:</p> <ul style="list-style-type: none"> <li>• Third party providers who assist us in providing our products and services to you.</li> <li>• Third parties connected with the marketing process who assist us in providing our products and services to you.</li> <li>• The parties listed in the Disclosure column for "General enquiries".</li> </ul>



Purpose	Type of Information	Uses	Disclosures
		<ul style="list-style-type: none"> <li>- To provide customer service functions, including organising your participation in our IT Strategy Workshop.</li> <li>• <b>General marketing and consumer analytics:</b> Using your contact information:               <ul style="list-style-type: none"> <li>- To aggregate with other information and to then use it for marketing and consumer analytics.</li> <li>- To offer you updates on products, events or information that may be of interest to you.</li> <li>- For marketing and promotional activities by us (including by direct mail, telemarketing and email) such as our email alerts, product awareness information and newsletters.</li> <li>- For the Uses detailed above in “<i>General enquiries</i>”.</li> </ul> </li> <li>• <b>General administrative and security use</b> as detailed in the Uses column for “<i>General enquiries</i>”.</li> </ul>	
Customers	<ul style="list-style-type: none"> <li>• <b>Contact and identifying information:</b> <ul style="list-style-type: none"> <li>- Such as your name, direct email address or phone numbers.</li> <li>- Personal bank account, credit or debit card details, if those are used to pay our accounts.</li> </ul> </li> <li>• <b>Systems information</b> <ul style="list-style-type: none"> <li>- Such as remote access information, usernames and passwords, and IP addresses</li> </ul> </li> <li>• <b>Credit information</b> <ul style="list-style-type: none"> <li>- Personal Information obtained contained in a credit report or from credit reporting agencies, including individual credit check scores and reports, date of birth, occupation, driver’s licence number, medical insurance details or next of kin.</li> </ul> </li> <li>• <b>Personal Property Securities Register information</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Services:</b> The provision of our services to clients, including:               <ul style="list-style-type: none"> <li>- Using your Personal Information in order to complete a credit application.</li> <li>- Checks for financial standing and credit-worthiness.</li> <li>- Using your Personal Information in order for you to use the products and services offered.</li> <li>- Payment processing, including charging, refunds (if applicable) credit card authorisation, verification and debt collection.</li> <li>- Customer service functions, including access to the Client Portal and Remote Support Portal.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Services:</b> We may disclose this type of Personal Information to:               <ul style="list-style-type: none"> <li>- Credit reporting bodies.</li> <li>- Our lawyers and agents who assist us to prepare documents and to complete credit applications.</li> <li>- Third party providers who assist us in providing our services to the client.</li> <li>- Third parties, such as external debt recovery agents, court or other entities to which we are required by law to disclose Personal Information.</li> <li>- Third parties connected with the marketing process who assist us in providing our services to the client.</li> </ul> </li> </ul>



Purpose	Type of Information	Uses	Disclosures
	<ul style="list-style-type: none"><li>- If an individual, the name of secured party and grantor, address of secured party, and any other information required by Leap Consulting to register a financing statement or financing change statement.</li></ul>	<ul style="list-style-type: none"><li>• <b>Credit:</b> For full details relating to uses of Personal Information for credit-related purposes, please refer to <b>Section 6</b> below.</li><li>• <b>Personal Property Securities Register:</b> Using your Personal Information to register a financing statement or financial change statement on the Personal Property Securities Register in accordance with the <i>Personal Property Securities Act 2009</i> (Cth).</li><li>• <b>General consumer analytics</b> as detailed in the Uses column for “<i>General enquiries</i>”.</li><li>• <b>General administrative and security use</b> as detailed in the Uses column for “<i>General enquiries</i>”.</li></ul>	<ul style="list-style-type: none"><li>- Microsoft as part of our contractual relationship as a certified provider of Microsoft products and services.</li><li>- The parties listed in the Disclosure column for “General enquiries”.</li><li>• <b>Credit purposes:</b> For full details relating to disclosures of Personal Information in relation to any credit information, please refer to <b>Section 6</b> below.</li><li>• <b>Personal Property Securities Register:</b> To the Registrar of the PPSR, in accordance with the <i>Personal Property Securities Act 2009</i> (Cth).</li></ul>



## **2. How we collect and hold Personal Information**

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### **2.1 Collection generally**

As much as possible or unless provided otherwise in this Privacy Policy or a notification, we will collect your Personal Information directly from you. When you engage in certain activities, such as filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our products or services to you, we may be unable to provide our products or services to you in an effective manner, or at all.

If you are a careers applicant and do not provide the mandatory information set out in the “*Human resources*” section of the table in **Section 1** above, we may be unable to consider or process your employment application.

### **2.2 Other collection sources**

We may also collect Personal Information from third parties in the specific circumstances described in **Section 1**. We may also collect Personal Information about you from other publicly available sources and third parties, including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, ZoomInfo and social media platforms (such as Facebook, LinkedIn, Twitter, Google, Instagram etc).

### **2.3 Notification of collection**

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in this clause 2.3(a) to 2.3(c) below. Generally speaking, we will not tell you when we collect Personal Information about you in the following circumstances:

- (a) where information is collected from any personal referee you have listed on any application form (including any employment application) with Leap Consulting;
- (b) where information is collected from publicly available sources including but not limited to court judgments, directorship and bankruptcy searches, social media platforms (such as Facebook, Twitter, Google, Instagram etc); or
- (c) as otherwise required or authorised by law.

### **2.4 Unsolicited Personal Information**

In the event we collect Personal Information from you, or a third party, in circumstances where we have not requested or solicited that information (known as unsolicited information), and it is determined by Leap Consulting (in its absolute discretion) that the Personal Information is not required, we will destroy the information or ensure that the information is de-identified.

In the event that the unsolicited Personal Information collected is in relation to potential future employment with Leap Consulting such as your CV, resume or



candidacy related information, and it is determined by Leap Consulting (in its absolute discretion) that it may consider you for potential future employment, Leap Consulting may keep the Personal Information on its human resource records.

## 2.5 How we hold your Personal Information

Once we collect your Personal Information, we will either hold it securely and store it on infrastructure owned or controlled by us or with a third party service provider who have taken reasonable steps to ensure they comply with the Privacy Act. We provide some more general information on our security measures in **Section 9 (Data security and quality)**.

## 2.6 Cookies and IP addresses

If you use our website, we may utilise "cookies" which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other Personal Information we collect and hold about you. Leap Consulting extends the same privacy protection to your Personal Information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

## 3. How and why we use and disclose Personal Information

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### 3.1 Common uses and disclosures

We provide a detailed list at **Section 1** of some common uses and disclosures we make regarding the Personal Information we collect.

### 3.2 Other uses and disclosures

We may also use or disclose your Personal Information and in doing so we are not required to seek your additional consent:

- (a) when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your Personal Information to be used or disclosed for such a purpose;
- (b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- (c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- (d) if it is required or authorised by law.





### 3.3 Use and disclosure procedures

In the event we propose to use or disclose such Personal Information other than for reasons set out in the above table at **Section 1** or as otherwise outlined in this Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use.

Your Personal Information is disclosed to these organisations or parties only in relation to the products or services we provide to you or for a purpose permitted by this Privacy Policy.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your Personal Information.

### 3.4 Communications opt-out

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at **Section 11** of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your Personal Information will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

## 4. Sensitive information

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### 4.1 Sensitive information generally

Sensitive information is a subset of Personal Information. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

### 4.2 Collection and use of sensitive information

In general, we attempt to limit the collection of sensitive information we may collect from you, but depending on the uses you make of our products this may not always be possible and we may collect sensitive information from you in order to carry out the services provided to you, including the identification of "Vulnerable Clients". However, we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by Leap Consulting will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in the "*Human resources*" section of the table at **Section 1** above.

We do not use sensitive information to send you Direct Marketing Communications (as set out in **Section 5** below) without your express consent.

### 4.3 Consent

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this



type of consent from you at (or around) the point in time in which we collect the information.

## **5. Direct Marketing**

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### **5.1 Express informed consent**

You give your express and informed consent to us using your Personal Information set out in the table at **Section 1** above to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (**Direct Marketing Communications**).

### **5.2 Inferred consent and reasonable expectations of direct marketing**

Without limitation to paragraph 5.1, if you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your Personal Information the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

### **5.3 Opt-out**

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this Section 5, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at **Section 11** of this document.

## **6. Credit Information**

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### **6.1 Credit information generally**

The *Privacy Act 1988* (Cth) contains provisions regarding the use and disclosure of credit information, which applies in relation to the provision of both consumer credit and commercial credit.

### **6.2 Credit information and Leap Consulting**

As we offer payment terms of 7 days or more, we are considered a credit provider under the Privacy Act in relation to any credit we may provide you.

We use credit related information for the purposes set out in the “Customers” section of the table at **Section 1** above including but not limited to our internal assessment of your credit worthiness.

### **6.3 Storage and access**

We will store any credit information you provide us, or which we obtain about you, with any other Personal Information we may hold about you.

You may request to access or correct your credit information in accordance with the provisions of **Section 10**.



#### 6.4 **Complaints**

Please see **Section 11** if you wish to make a complaint in relation to our handling of your credit information.

### 7. **Anonymity and pseudo-anonymity**

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Due to the nature of the products and services we provide, it is only practicable or reasonable for Leap Consulting to transact and correspond with you on a named basis. Your Personal Information may be required in order to provide you with our services, or to resolve any issue you may have.

### 8. **Cross Border Disclosure**

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#### 8.1 **Cross border disclosures**

Any Personal Information collected and held by Leap Consulting may be disclosed to, and held at, a destination outside Australia, including but not limited to the United States, Canada and India where we utilise third party service providers to assist Leap Consulting with providing our products and services to you. Personal Information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist Leap Consulting with providing our products and services to you.

#### 8.2 **Provision of informed consent**

By submitting your Personal Information to Leap Consulting you expressly agree and consent to the disclosure, transfer, storage or processing of your Personal Information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal Information. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

The Privacy Act requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your Personal Information outside of Australia do not breach the privacy principles contained within the Privacy Act. By providing your consent, under the Privacy Act, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting Personal Information and have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

#### 8.3 **If you do not consent**



If you do not agree to the disclosure of your Personal Information outside Australia by Leap Consulting you should (after being informed of the cross border disclosure) tell Leap Consulting that you do not consent. To do this, either elect not to submit the Personal Information to Leap Consulting after being reasonably informed in a collection notification or please contact us via the details set out at **Section 11** of this document.

## **9. Data security and quality**

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### **9.1 Leap Consulting's security generally**

We have taken steps to help secure and protect your Personal Information from unauthorised access, use, disclosure, alteration, or destruction. You will appreciate, however, that we cannot guarantee the security of all transmissions of Personal Information, especially where human error is involved or malicious activity by a third party.

Notwithstanding the above, we will take reasonable steps to:

- (a) make sure that the Personal Information we collect, use or disclose is accurate, complete and up to date;
- (b) protect your Personal Information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- (c) destroy or permanently de-identify Personal Information if it is no longer needed for its purpose of collection.

### **9.2 Accuracy**

The accuracy of Personal Information depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your Personal Information; and
- (b) keep us up-to-date with changes to your Personal Information (such as your name or address).

We provide information about how you can access and correct your information in **Section 10**.

## **10. Access to and correction of your Personal Information**

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You are entitled to have access to any Personal Information relating to you which we hold, except in some exceptional circumstances provided by law (including the Privacy Act). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of Personal Information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at **Section 11** of this document.



## **11. Resolving Privacy Complaints**

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### **11.1 Complaints generally**

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

### **11.2 Contacting Leap Consulting regarding complaints**

If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your Personal Information, please contact us:

Telephone: 1300 5327 48

Email: [privacy@leapconsulting.com.au](mailto:privacy@leapconsulting.com.au)

Address: Suite 18, Level 2, 420 Bagot Road, Subiaco WA 6008

Please mark your correspondence to the attention of the Privacy Officer.

### **11.3 Steps we take to resolve a complaint**

In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint; and
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

### **11.4 Register of complaints**

We will keep a record of the complaint and any action taken in a Register of Complaints.

## **12. Consent, modifications and updates**

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### **12.1 Interaction of this Policy with contracts**

This Privacy Policy is a compliance document prescribed by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this Privacy Policy into the terms of that contract. In such instances, Leap Consulting may incorporate the terms of this policy such that:

- (a) certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto Leap Consulting but do create contractual obligations on the other party to the contract; and



- (b) the consents provided in this policy become contractual terms provided by the other party to the contract.

## 12.2 Acknowledgement

By using our website, purchasing a product or service from Leap Consulting where you have been provided with a copy of our Privacy Policy or had a copy of our Privacy Policy reasonably available to you, you are acknowledging and agreeing:

- (a) to provide the consents given by you in this Privacy Policy; and
- (b) that you have been informed of all of the matters in this Privacy Policy.

## 12.3 Modifications and updates

We reserve the right to modify our Privacy Policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website). If you do not agree to our continued use of your Personal Information due to the changes in our Privacy Policy, please cease providing us with your Personal Information and contact us via the details set out at **Section 11** of this document.