



**SynergyWorks  
Consulting**

Empowering non-profits for a better tomorrow

# Privacy Policy

## Introduction

SynergyWorks Consulting Pty Ltd ("we," "our," or "us") is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your personal information in accordance with Australian law, specifically the Privacy Act 1988 (Cth) ("Privacy Act") and the Australian Privacy Principles ("APPs"). By engaging with our services, subscribing to our newsletter, or providing us with your personal information, you agree to the terms of this Privacy Policy.

## 1. Collection of personal information

We collect personal information that is necessary for us to provide our consulting services to not-for-profit organizations and to communicate with you effectively. The types of personal information we may collect include:

- Your name
- Your email addresses
- Your contact details (phone number, address)
- Your organization (if applicable)
- Information related to your consultancy needs and services
- Any other information you provide to us directly

We collect this information directly from you through various means, including when you engage our services, sign up for our newsletter, communicate with us, or participate in our surveys or events.

## 2. Use of Personal information

We will use the personal information we collect only for the purposes for which it was collected, which include:

- Providing and managing our consulting services
- Sending you our newsletter and other communications
- Responding to your inquiries and requests
- Improving our services and communications
- Conducting research and analysis to enhance our offerings
- Meeting our legal and regulatory obligations

- We will not use your personal information for any other purpose without your consent, unless required or authorised by law.

### **3. Disclosure of personal information**

We will not disclose your personal information to third parties except as necessary to achieve the purposes outlined in this Privacy Policy, or as required or authorized by law. This may include:

Service providers who assist us in delivering our services and managing our communications  
Legal and regulatory authorities if required by law

We will take reasonable steps to ensure that any third parties who receive your personal information are bound by privacy obligations in relation to your personal information.

### **4. Data security**

We are committed to protecting the security of your personal information. We will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. These steps include:

- Implementing physical, electronic, and administrative security measures
- Restricting access to personal information to authorized personnel only
- Regularly reviewing and updating our security practices

### **5. Access and correction of personal information**

You have the right to access and correct the personal information we hold about you. If you wish to access or correct your personal information, please contact us using the contact details provided below. We will respond to your request within a reasonable time and in accordance with the Privacy Act.

### **6. Unsubscribing and opting out**

You may unsubscribe from our newsletter or opt out of certain communications at any time by following the unsubscribe link provided in each communication or by contacting us directly. Once you unsubscribe or opt out, we will cease sending you those communications, but we may retain your personal information for other legitimate purposes in accordance with this Privacy Policy.

### **7. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or other reasons. We will notify you of any significant changes by posting the updated Privacy Policy on our website or through other appropriate means. Your continued use of our services after any changes indicates your acceptance of the updated Privacy Policy.

## **8. Contact Us**

If you have any questions or concerns about this Privacy Policy or our handling of your personal information, please contact us at:

- SynergyWorks Consulting Pty Ltd
- ABN: 59 461 905 047
- [Your Address]
- [Your Email Address]
- [Your Phone Number]

We take your privacy seriously and will respond to your inquiries promptly and in accordance with the Privacy Act.

## **9. Complaints**

If you believe that we have breached your privacy rights, you may make a complaint to us using the contact details provided above. We will investigate your complaint and respond to you within a reasonable time. If you are not satisfied with our response, you may also contact the Office of the Australian Information Commissioner (OAIC).

By engaging with our services or subscribing to our communications, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and disclosure of your personal information as described herein.