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# Privacy Policy Snapshot

We collect and store information about you. Let us explain why we do this.

<b>What information do you collect?</b> We collect a range of data about you, including your contact details, business issues and data on how you use our website.	<b>How do you collect information?</b> We collect information over the phone, by email and through our website.
<b>What do you do with this information?</b> We store and use your information to deliver you better legal services. This mostly involves communicating with you, marketing to you and occasionally sharing your information with our partners.	<b>How do I contact you?</b> You can always see what data you've stored with us. Questions, comments or complaints? Email us at <a href="mailto:admin@businesshouseaustralia.com.au">admin@businesshouseaustralia.com.au</a>

## Privacy Policy

Last modified: 19 April 2019

### What is this policy?

When you use our services or contact us (online or in “the real world”), you trust us with your personal information. We collect and store this information about you to help us deliver the best possible business consultancy service.

Here we will explain **what** information we collect, **how** we collect it and **what** we actually do with it. By giving us your information you are agreeing for us to process it in the ways described here.

### Who are we?

Business House Australia is a business networking organisation and business consultant. To look us up, search for BHAustralia Holdings Pty Ltd, ACN 632 093 175.

### What information do we collect?

We collect personal information that helps us contact you, solve your legal problem and personalise our content for you. We will only ask for, use or share commercially sensitive information with your consent and only for the reason we collected it (unless we need to by law).

We collect contact details like your **name, phone number, email** and **address**. The information we collect to personalise content for you includes **job titles, images, opinions** and **how you use our site**. We also ask about your **work, business situation** and **credit card details**. If we don't need your information anymore, we will anonymise or delete it.

If you are giving us others' personal information, please do so only if they agree to this policy.

When you access any website including ours, you may be providing it with information about your **location, Internet provider, computer hardware, browser type** and **operating system**.

## How do we collect information?

When you reach out to us through the **phone**, use our **website** or open **our emails**, you are telling us about yourself.

This can be through online **enquiry forms** or **questionnaires**.

We also use software like cookies to tell us how you use our website and how we can help you. As well as being delicious sweets, cookies are tiny digital identifiers that are automatically stored on your computer. These help us personalise our service to you, and can be turned off or deleted at any time through your browser settings.

## What do we do with this information?

### Using your information:

We use all personal information legally, fairly and transparently and on this page we explain everything that we do with it. We will only use your information to give you the best **consulting service**, which comes down to **researching** your business situation, **communicating** with you and **marketing** our services to you. This includes:

- Giving you commercial advice,
- Providing you with mentoring and business training,
- Asking you for feedback, and
- Marketing

We do these through:

- Government database searches,
- Phone calls,
- Emails, and
- Snail mail (occasionally)

### Storing your information:

We store your information securely in, and only our staff and businesses we work with can access it. We use physical, electronic and management processes to keep your information safe, and we limit access to your information according to the strict client confidentiality laws that apply to law firms

### Sharing your information:

We regularly share your information with a core few organisations that we work with to collect, process and use your information. These include:

- Data analysis (Google Analytics & Mouseflow)
- Targeted Ads (Facebook & LinkedIn)
- Marketing content (Marketo)
- Payment services (SecurePay)

Aside from these, we might also occasionally share your information with other contractors and groups like marketers, advisors, data storage and payment service providers, and only on a need-to-know basis. To find out how other groups use your information from our website, see their privacy policies (Google's is [here](#)).

It's possible that these groups store some of your information overseas (including the US) under different information privacy laws and disclosure obligations to Australia. If these groups ever breach Australian privacy laws, they won't be accountable in Australia, and you won't have any remedy available under Australian laws like the Privacy Act.

We will never sell your information (or give it away for free). However the government might ask for your information - for example through certain laws or a court order. This might include the police investigating a crime, or a court hearing for failure to pay. If this happens, we'll comply. If Business House Australia is ever sold, your personal information will also be shared with the new owner.

Remember, when reaching out to us online, we can't guarantee that your information hasn't been intercepted by someone else before reaching us. That's your responsibility!

## What if you have a special relationship with us?

Some relationships are 'special' because of the different data requirements they have. We've outlined some examples here.

When we **become your business consultant**, we might ask you for important documents like contracts and may legally need to keep your data for a certain length of time.

When you **apply for a job with us**, we might ask for personal data like your work history.

If you are **under 16**, we can only let you use our site and submit your data to us if you have your parents' or guardians' permission.

## How to contact us?

We will do our best to keep your data up to date. You can view - and ask us to correct - any data we have about you. You can also ask us at any time to stop communicating with you.

If you're unhappy with something we've done or you think we're not following privacy laws, let us know and we'll get back to you promptly to try and fix that. Just reach out at [admin@businesshouseaustralia.com.au](mailto:admin@businesshouseaustralia.com.au).

You can also make a complaint to the [Office of the Australian Information Commissioner](#).

If this policy ever changes, we'll update it here.