

## Privacy Policy

### Simply Supported Co

ABN 93 500 632 482

P: 0439 819 009

Website: [www.simplysupportedco.com](http://www.simplysupportedco.com)

Simply Supported Co ("we", "us", "our") is committed to protecting your privacy and handling personal information in a transparent and responsible manner. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By accessing our website or engaging our services, you consent to the collection, use, and disclosure of personal information as described in this Privacy Policy.

### 1. What Personal Information We Collect

We may collect personal information necessary to provide our services, including but not limited to:

- Name, business name, job title
- Email address, phone number, and other contact details
- Billing and payment information
- Information you provide via enquiry forms, email, chat, or meetings
- Information contained in documents, materials, or systems you ask us to work with
- Any other information required to deliver agreed services

We may also collect limited technical information when you visit our website, such as IP address, browser type, and usage data.

### 2. How We Collect Personal Information

We collect personal information when you:

- Submit an enquiry or contact us via our website
- Engage us for services
- Communicate with us via email, chat, or phone
- Provide documents, recordings, or access to systems
- Visit and interact with our website

Where possible, we collect personal information directly from you. In some cases, information may be provided by third parties as part of delivering services (for example, employee details supplied by a business client).

### 3. How We Use Personal Information

We use personal information to:

- Provide and manage our services
- Communicate with you regarding enquiries, projects, or engagements
- Prepare documents, reports, research, transcripts, or other deliverables
- Issue invoices and process payments
- Maintain internal records and compliance
- Improve our services and website

We only use personal information for purposes reasonably necessary for our business activities or as otherwise permitted by law.

#### **4. Disclosure of Personal Information**

We may disclose personal information to third parties where necessary to operate our business, including:

- Payment processors (e.g. Stripe)
- Cloud-based service providers (e.g. email, document storage, website hosting)
- Professional advisers (e.g. accountants, legal advisers)
- Regulatory authorities where required by law

We do not sell or rent personal information to third parties.

Some third-party providers may be located overseas. Where this occurs, we take reasonable steps to ensure your information is handled securely and in accordance with Australian Privacy Laws.

#### **5. Storage and Security**

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

Personal information is stored electronically using secure systems and reputable service providers. Access is restricted to authorised personnel only.

#### **6. Cookies and Website Analytics**

Our website may use cookies and analytics tools to improve user experience and understand website traffic. Cookies do not identify you personally but may collect standard internet log information. You can disable cookies through your browser settings if you prefer.

#### **7. Access and Correction**

You may request access to personal information we hold about you or request corrections if the information is inaccurate, out of date, or incomplete. Request should be made in writing using the contact details below. We will respond within a reasonable timeframe.

#### **8. Complaints**

If you believe we have breached the Australian Privacy Principles, you may contact us using the details below. We will investigate and respond promptly. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

#### **9. Changes to this Policy**

We may update this Privacy Policy from time to time. The current version will always be available on our website.

#### **10. Contact Us**

For questions, access request, or complaints regarding this Privacy Policy, please contact:

Simply Supported Co

ABN: 93 500 632 482

E: [hello@simplysupportedco.com](mailto:hello@simplysupportedco.com)

M: 0439 819 009

W: [www.simplysupportedco.com](http://www.simplysupportedco.com)