

# Tech-Info Advisory

## Privacy Policy

**Last updated:** 22 August 2026

**Privacy Officer:** John Bright

**Privacy Officer Contact Details:** [privacy@tech-info.com.au](mailto:privacy@tech-info.com.au)

### 1. **About this privacy policy**

This Privacy Policy applies to all personal information collected by Tech-Info Advisory Pty Ltd (**we, us or our**) via our website located at <https://www.tech-info.com.au> (**Website**) and in connection with our services we may provide to you (**Services**).

We are committed to complying with the Australian Privacy Principles (**APPs**) under the Privacy Act 1988 (Cth) and any other applicable privacy legislation.

### 2. **Meaning of personal information**

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

### 3. **Kinds of personal information we collect and hold**

- 3.1 The kinds of personal information we collect and hold about you may include names and contact details, business contact and role details, payment and billing information, project and service-related information, and personal information contained in documents or other materials you provide to us.
- 3.2 If we use Website analytics or similar tools, we may also automatically collect information about how you access, use and interact with our Website.
- 3.3 Unless necessary for a particular engagement and appropriately reviewed, we do not seek to collect sensitive information.

### 4. **Why we collect, hold, use and disclose your personal information**

- 4.1 We collect, hold and use your personal information so that we can provide our services, operate our business and comply with the law. This includes to:

- (a) respond to enquiries, assess suitability and conflicts, and manage relationships with prospective and current clients;
- (b) prepare engagement documents, provide our services and manage projects;
- (c) manage billing, payments, business records and administration;
- (d) manage legal, regulatory, insurance and other risk requirements and improve our business operations; and
- (e) send marketing communications where permitted by law, with the ability to unsubscribe or opt out.

4.2 We also disclose your personal information to third parties that assist us to operate our business and provide our Services, including:

- (a) cloud hosting, data storage, customer relationship management, authentication and other technology service providers;
- (b) accounting, invoicing and financial service providers;
- (c) AI and productivity service providers, subject to our internal controls regarding the use of client and confidential information;
- (d) professional advisers, including lawyers, accountants and insurance advisers;
- (e) specialist advisers and contractors engaged in connection with our services; and
- (f) other service providers that support our business, including IT, security, analytics, e-signature, booking and marketing providers.

## **5. How we collect your personal information**

5.1 We generally collect your personal information directly from you when you interact with us, including via email, meetings, questionnaires, forms, document uploads and project communications.

5.2 We may also collect personal information automatically through our Website or analytics tools, where used, or from third parties where reasonably necessary for our business or the provision of our services.

## **6. How we store and hold personal information**

6.1 We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

- 6.2 We implement and maintain processes and security measures designed to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure.
- 6.3 These processes and systems include the following:
- (a) using access controls designed to restrict access to systems on which information is processed and stored;
  - (b) using secure storage and access controls for client, project and other confidential materials;
  - (c) applying data minimisation practices, including seeking to avoid unnecessary collection of sensitive and personal information;
  - (d) applying internal controls to the use of AI and other third-party tools for client or confidential information; and
  - (e) requiring appropriate confidentiality and engagement terms for external specialist advisers or contractors, and limiting third-party sharing of client documents or project information to circumstances reasonably required for service delivery, professional advice, business administration or security, or where otherwise authorised by the client.
- 6.4 We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs. This is subject to any legal, tax, insurance, dispute, confidentiality or legitimate business record-keeping requirements that require or justify retention.

## **7. Disclosure of personal information to overseas recipients**

- 7.1 We may disclose your personal information to recipients located outside Australia, including through third-party service providers that operate or engage service providers or personnel overseas.
- 7.2 Overseas recipients are likely to be located in the United States of America and may also be located in other countries in which our third-party service providers, or their related entities, service providers or personnel, process or access personal information.
- 7.3 Where required by law, we take reasonable steps to ensure that overseas recipients handle your personal information in accordance with the Australian Privacy Principles, which may include contractual or other appropriate safeguards.
- 7.4 If you have any questions about our overseas disclosures, please contact us using the details provided in this policy.

## **8. Access to and correction of your personal information**

- 8.1 You have a right to request access to, or correction of, the personal information that we hold about you by contacting us. To do this, contact our Privacy Officer using the details above.
- 8.2 We will respond to your request within a reasonable period (usually 30 days from receiving the request). In some circumstances, we may refuse access or correction where permitted by law. If we do so, we will notify you of our decision and, where required, the reasons for it and the available complaint mechanisms.
- 8.3 If we are unable to correct your personal information, you may ask us to include a statement that you believe your personal information is inaccurate, out of date, irrelevant or misleading.
- 8.4 We do not charge you for making an access or correction request. We may charge reasonable costs for providing access where permitted by law.
- 8.5 You may also contact us to request deletion of your personal information. Whether we can comply with a deletion request will depend on applicable legal, tax, insurance, dispute, confidentiality and legitimate business record-keeping requirements.

## **9. Privacy complaints**

- 9.1 If you have a complaint about the way in which we have handled your personal information, including in relation to your request for access or correction of your personal information, you should contact our Privacy Officer using the details above.
- 9.2 We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation.
- 9.3 If you remain dissatisfied with the way in which we have handled a privacy issue, you may make a complaint to the Office of the Australian Information Commissioner (OAIC) ([www.oaic.gov.au](http://www.oaic.gov.au)).

## **10. Contact details**

- 10.1 If you have any questions, comments, requests or concerns, please contact our Privacy Officer using the details above.

## **11. Changes to this policy**

- 11.1 From time to time, we may update this privacy policy to reflect changes to how we handle personal information or the types of personal information that we hold. Any changes to this policy will be published on our Website.
- 11.2 You may obtain a copy of the current policy from our Website or by contacting our Privacy Officer using the details above.