1. Introduction

This Privacy Policy sets out how Baillieu Consulting (“we”, “us” or “our”) collects, uses, discloses, and protects personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. By using our website, purchasing our products or services, or otherwise interacting with us, you consent to our use of your personal information as described in this policy.

---

2. What Personal Information We Collect

We may collect personal information including but not limited to:

- Full name
- Contact details (email address, phone number, postal address)
- Company name and ABN
- Payment details and transaction history
- Device and browser information
- Log data, IP addresses, and cookies for analytics and site functionality
- Information provided through online forms or contact inquiries

---

3. How We Collect Personal Information

We collect personal information when:

- You fill out a contact form or request a quote
- You purchase or subscribe to our products and services
- You communicate with our team via phone, email, chat, or website
- You register for events, webinars, meetings or downloads
- We interact with third-party partners or resellers

---

4. Why We Collect Personal Information

We use personal information to:

- Provide and deliver products, services, and support
- Respond to inquiries and requests
- Process payments and issue invoices
- Improve user experience and website performance
- Send marketing, product updates, and service notifications (with opt-out available)
- Comply with legal obligations

---

5. Disclosure of Personal Information

We may disclose your personal information to:

- Trusted third-party service providers (e.g., cloud providers, billing platforms)
- Vendor partners for licensing, fulfilment, or support
- Regulatory authorities as required by law
- Other parties as otherwise permitted by law

---

6. Cross-Border Disclosure

Some of our service providers or vendors may be located outside Australia (e.g., in the USA, UK, EU, or Asia). We take all reasonable steps to ensure your data is handled securely and in compliance with Australian law.

---

7. Security of Personal Information

We implement physical, administrative, and digital safeguards to protect your information, including:

- Encrypted communications (HTTPS/SSL)
- Secure storage and access controls
- Regular review and patching of digital platforms
- Access limited to authorised personnel only

---

8. Access and Correction

You may request access to, or correction of, your personal information by contacting us. We will respond within a reasonable timeframe and in accordance with legal requirements.

---

9. Use of Cookies

Our website uses cookies and analytics tools (such as Google Analytics) to improve performance and understand user behaviour. You may control cookie preferences via your browser settings.

---

10. Marketing Communications

You may opt out of receiving promotional emails at any time by contacting us directly.

11. Privacy Complaints

If you have a complaint regarding the handling of your personal information, please contact us first. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

---

12. Contact Us

[Baillieu Consulting Pty Ltd
ABN: 68 622 510 543
Email: enquiries@baillieuconsulting.com.au
Phone: 1800 312 981
Address: Head Office is located in Oatley NSW 2223, Australia and full address is available on request via our email at enquirire@baillieuconsulting.com.au

---

13. Changes to this Policy

We may update this policy from time to time. The latest version will always be available on our website, with the revision date noted at the bottom.

Terms and Conditions Notice

Please note that the Terms and Conditions applicable to services provided by Baillieu Consulting may vary depending on the nature and scope of the solution or service purchased. All relevant Terms and Conditions are available on request and will be disclosed to the authorised party prior to proceeding with any formal engagement or purchase.

Where required, specific amendments may be applied to align with the agreed scope of work. Baillieu Consulting is committed to transparency and will ensure that all applicable contractual terms are reviewed, agreed upon, and confirmed prior to the commencement of services.