

# Shiv Martin Consulting

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# Privacy and Confidentiality Policy



**SHIV MARTIN CONSULTING**

RESOLVE CONFLICT. BUILD TRUST. STRENGTHEN TEAMS.

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# SHIV MARTIN CONSULTING PRIVACY & CONFIDENTIALITY POLICY

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## Policy objective

Shiv Martin Consulting recognises the importance of your privacy and is committed to protecting any personal information that we hold. This Privacy & Confidentiality Policy explains how we collect, hold, use, and disclose your personal information and your rights regarding that information.

## Related forms

In addition to this Privacy & Confidentiality Policy, Shiv Martin Consulting provides the following related forms:

- Quality Assurance Policy

# INFORMATION COLLECTION

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## Personal information

We collect personal information that is necessary to provide our services. This may include:

- Name, contact details and job title
- Communications between you and us
- Information relevant to the mediation, consultancy or training services we provide
- Financial details where required
- Sensitive information, such as health or cultural data, relevant to the service being provided.

## How your information is collected

Personal information is typically collected directly from you. In some cases, we may receive information from third parties, such as organisations that refer you to us. If you provide us with personal information about someone else, you must have their consent to do so and refer them to this Privacy Policy.

## Information storage, security and retention

We store personal and business information on secure servers, cloud platforms and internal systems that are protected by industry-standard security measures, including encryption, access controls and regular system monitoring. Only authorised personnel with a legitimate business need are permitted access to personal data.

We retain personal information only for as long as it is necessary to fulfil the purposes for which it was collected, including legal, regulatory and operational requirements. When data is no longer required, it is securely deleted or anonymised in accordance with the Australian Privacy Act.

# USE OF PERSONAL INFORMATION

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## How your information is used

We use your personal information for:

- Providing mediation, consultancy and training services
- Communicating with you about our services and responding to your enquiries
- Managing our business, including record-keeping and complying with legal obligations.

## Disclosure of personal information

We may disclose your personal information to third parties where necessary in the course of providing our consulting services. This may include expert consultants or subcontractors who support the delivery of our services. All third parties are contractually required to maintain the confidentiality and security of your information and to use it only for the purposes for which it was disclosed.

We may also share your information:

- With your explicit consent, where required
- To comply with legal obligations, such as responding to a court order or lawful request from a regulatory authority
- To protect our rights, safety, or property or that of our clients or others

We do not sell or rent personal information to any third parties for marketing purposes.

## Direct marketing

With your prior consent, we may use your contact details to send you marketing communications, including updates about our services, industry insights, or invitations to events that may be of interest to you. These communications are designed to be relevant, and you have full control over whether you receive them.

You can opt out of receiving marketing emails at any time by:

- Clicking the "Unsubscribe" link included in each communication, or
- Contacting us directly

We respect your preferences and will promptly update your communication settings upon request. Choosing not to receive marketing communications does not affect your ability to access our services.

## Access and correction of personal information

You have the right to access the personal information we hold about you and request corrections if it is inaccurate or incomplete. To do so, please contact us immediately.

# CONTACT US

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## Complaints

If you believe we have breached your privacy rights, you can contact us directly. We aim to resolve all complaints promptly, usually within 30 days.

## Contact details

For any questions or concerns about this Privacy & Confidentiality Policy, or to request access to your personal information, please contact us: Email: [contact@shivmartin.com](mailto:contact@shivmartin.com)

We may update this Privacy & Confidentiality Policy from time to time, and notifications of any changes will be posted on our website.