

# Privacy Policy



## 1. We respect your privacy

1.1 The Expert Leader Pty Ltd is committed to safeguarding the privacy of our clients, customers, website visitors, and those who interact with us in other ways. This policy outlines how we will protect your personal information – that is, any information that is identifiable as being about you. This Policy has been written to comply with the Australian Privacy Principles established by the Privacy Act 1988 (Cth).

1.2 If you have any questions or concerns relating to this Policy, or our privacy practices, please send an email to [privacy@theexpertleader.com](mailto:privacy@theexpertleader.com) and we will endeavour to address your query as quickly as possible.

## 2. Collecting personal information

2.1 From time to time we may collect and store personal information during the ordinary conduct of our business. We will ensure that we collect only the information that is necessary for us to provide you with the products and services you request from us. Such information may include your name, email address, phone number, your personal or business address, information about your employment, and payment information such as credit card details.

2.2 Additionally, you may wish to disclose other personal information during individual coaching sessions, such as your ambitions, challenges, values, and professional goals. We may determine that some of this information is important for us to record so that we can provide you with the best possible products and services. We will only record this information with your consent, and if we do, it will be protected according to this Policy.

2.3 We may also receive information about you from third parties, such as your employer, supervisor, or other service providers we engage to assist us in providing you with products or services. Where we receive your personal information from third parties, we will also protect it in accordance with this Policy.

2.4 You may provide us with personal information by email, through our website, over the phone, in writing, or in person. However we receive your personal information, it will be collected, stored and protected in accordance with this Policy.

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## 3. How we use your personal information

3.1 We may use your personal information to provide you with products, services or information you request from us, to bill you for our services, to keep you informed of new services or developments related to The Expert Leader Pty Ltd, or to seek feedback from you.

3.2 We may also use your personal information – specifically your email address or phone number – to arrange for services that are provided by another business. For example, we may need to use your email address to arrange for an assessment to support a coaching plan. We will always advise you when we are arranging for these services.

3.3 We will never provide any third party with your personal information without your consent, unless it is:

- a. Required by law; or
- b. Necessary for the protection of The Expert Leader Pty Ltd's legal rights.

## 4. How we protect your information

4.1 Any personal information we hold in hardcopy will be stored on access-controlled premises.

4.2 Digital personal information that is held by us will be secured using appropriate mechanisms, such as password protection and encryption, wherever it is possible for us to do so.

4.3 We use third party applications for some aspects of our business. Some very limited personal information may be stored by these service providers (for example, in the generation of invoices, or the processing of credit card payments).

4.4 While we can never guarantee that data held by others - or data that is sent to us by email, or through our website - will be 100% safe from loss, tampering or interception, we commit to ensuring that we regularly review the security and privacy policies of our service providers, and endeavour to only employ the services of those that maintain high standards of security and integrity.

4.5 We will only retain your personal information for as long as it is necessary for providing products and services to you. When it is no longer necessary for us to hold information about you, we will remove the information within 14 days of making that determination.

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## 5. Getting access to, and correcting your information

5.1 If the information we have about you is incorrect, please contact us and we will take all reasonable steps to correct it.

5.2 If you would like to know what information we have collected about you, please contact us and we will provide you a copy of all the personal information that we have collected about you.

5.3 If you wish to request that we delete or purge any of your personal information, please contact us and we will delete and information that we are not legally required to retain.

5.4 Any such requests, or requests for further information about this Policy and its implementation, can be directed to [privacy@theexpertleader.com](mailto:privacy@theexpertleader.com)

