

Privacy Policy

Version: 1.2

Updated: November 2025

ServicePeople is committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. What Personal Information We Collect

We may collect personal information such as your name, job title, organisation, contact details, and information related to training enquiries, bookings, feedback, or service delivery.

2. How We Collect It

We collect information directly from you when you visit our website, complete a form, make an enquiry, participate in training, or communicate with us by email or phone.

3. Why We Collect Personal Information

We collect personal information to:

- Provide customer service training, consulting and related services
- Communicate with clients and participants
- Improve our services and website
- Manage bookings, accounts and administration
- Send insights, updates, and relevant service information (you can opt out at any time)

4. How We Use and Disclose Personal Information

We use your information only for the purposes outlined above. We may share information with trusted service providers (e.g., LMS platforms, payment processors) who assist us in delivering our services. We do not sell personal information.

5. Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Information may be stored electronically using secure Australian or international cloud services.

6. Access and Correction

You may request access to your personal information or ask us to correct it at any time.

Contact us using the details below and we will respond promptly.

7. Website and Cookies

Our website may use cookies, analytics tools, or tracking technologies to improve user experience and website performance.

You can manage cookie settings through your browser.

8. Contact Us

If you have questions about this policy, want to access or correct your information, or wish to make a privacy complaint, contact:

ServicePeople

Email: switchon@servicepeople.com.au

We will acknowledge and respond to any privacy concerns in accordance with the Australian Privacy Principles.