

PRIVACY POLICY

Effective Date: 10th December 2025

RESILIENT OPERATIONS

1. Information We Collect

We collect information you provide directly to us through:

- Contact forms on our website
- Email correspondence
- Phone conversations
- Discovery calls and consultations

This may include: name, company name, email address, phone number, and any information you choose to share about your organisation's needs.

2. How We Use Your Information

We use the information we collect to:

- Respond to your enquiries
- Provide information about our programs and services
- Schedule and conduct discovery calls
- Deliver consulting services you engage us for
- Improve our website and services

3. Information Sharing

We do not sell, trade, or rent your personal information to third parties. We may share information with:

- Service providers who assist in operating our business (e.g., email hosting, website hosting)
- Legal authorities if required by law

4. Data Security

We implement reasonable security measures to protect your information. However, no method of transmission over the internet is 100% secure.

5. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information
- Opt out of marketing communications

6. Cookies

Our website may use cookies to improve user experience. You can control cookie preferences through your browser settings.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these sites.

8. Changes to This Policy

We may update this privacy policy from time to time. Changes will be posted on this page with an updated effective date.

9. Contact Us

For questions about this privacy policy or to exercise your rights, contact:

Brendan May

Resilient Operations

Email: brendan@resilientoperations.com.au

Phone: 0448 543 606

PO Box 171, Berridale NSW 2628