

## PRIVACY POLICY

**Effective Date:** 10<sup>th</sup> 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](mailto:brendan@resilientoperations.com.au)

Phone: 0448 543 606

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