

RB Safeguarding Solutions (ABN 86 688 298 133) is committed to protecting the privacy of people whose information we handle.

This policy explains how we collect, use, disclose and protect personal information through our website and in providing our safeguarding, investigation, training and consulting services.

1. Information we collect

Depending on our work with you, we may collect and hold:

- Your name, contact details, role and organisation.
- Information you provide when making an enquiry or requesting services.
- Information relating to an engagement, including correspondence, documents, interviews, notes and reports.
- Information relevant to safeguarding matters, complaints, incidents or investigations, which may include information about children, families, employees and other people.
- Information about participation in training or other services.

Some information we receive may be sensitive, such as health information or information about alleged conduct. We will handle sensitive information with particular care and in accordance with applicable law and our contractual obligations.

Our website may also collect technical information, such as IP address, browser type and pages visited, through website hosting and analytics tools.

2. How we collect information

We may collect personal information:

- Directly from you, including through our website, email, telephone, meetings or interviews.
- From a client organisation or another person where relevant to an engagement.
- From documents and records provided to us for the purpose of our work.
- Through our website hosting and analytics services.

The information we collect will depend on the nature of the enquiry or engagement.

3. How we use information

We may use personal information to:

- Respond to enquiries and communicate with clients and other relevant people.
- Provide safeguarding, investigation, training and consulting services.
- Assess and manage an engagement, including preparing findings and reports.
- Manage our business, meet contractual obligations and comply with legal requirements.
- Maintain the security of our systems and improve our website and services.

4. How we disclose information

We may disclose personal information where appropriate to:

- The client organisation that has engaged us, in accordance with the scope and terms of the engagement.
- People involved in an engagement where disclosure is necessary to undertake the work.
- Professional advisers and service providers who support our business.
- Regulators, authorities or other parties where required or authorised by law.

We take care to limit disclosure to what is appropriate for the circumstances, while recognising that confidentiality may be subject to legal obligations and the requirements of an engagement.

5. How we store and protect information

We take reasonable steps to protect personal information from misuse, loss and unauthorised access, modification or disclosure.

These steps include limiting access to information to people who need it for their work and using appropriate systems and processes for storing and sharing information.

We retain information for as long as needed for the purpose for which it was collected, or as required by law, professional obligations or contract. When it is no longer required, we take reasonable steps to securely dispose of or de-identify it where appropriate.

6. Website services and overseas disclosure

We use Wix to host our website and Microsoft services to support our business communications and administration.

Personal information handled through these services may be stored or processed in Australia or overseas. Wix identifies data centres in the United States and Ireland. Microsoft's data locations depend on the services used and our account configuration.

We consider privacy and security when selecting and using service providers and take reasonable steps to meet applicable privacy and contractual obligations.

7. Access and correction

You may contact us to ask about the personal information we hold about you, request access to it or ask us to correct it.

We will assess access and correction requests in accordance with applicable law. Where access is refused or limited, we will explain the reasons and available complaint options, as required by law.

You may also request that we delete personal information. We will consider the request, subject to any legal, professional or contractual requirements to retain it.

8. Privacy questions and complaints

If you have a question or concern about how we handle personal information, please contact us using the details below.

We will acknowledge your concern, consider the information provided and respond as soon as practicable. Where the *Privacy Act 1988 (Cth)* applies, you may also have the option of contacting the Office of the Australian Information Commissioner.

9. Changes to this policy

We may update this policy as our services or practices change. The current version will be available on our website.

10. Contact us

RB Safeguarding Solutions

Email: sbuick@rbsafeguardingsolutions.com; sreynolds@rbsafeguardingsolutions.com

Website: <https://www.rbsafeguardingsolutions.com.au>