



# PRIVACY POLICY

## 1. Introduction

Karl and Ingrid Bayer Pty Ltd t/as Find a VA ABN 30 635 160 100 ("**Find a VA**"), recognises the importance of your privacy and is committed to protecting any personal information we collect about you in accordance with the Australian Privacy Principles.

For the purposes of this Privacy Statement, the word "you" includes website visitors, Find a VA users and Find a VA Approved Virtual Assistants.

The purpose of this Privacy Statement is to inform you about:

1. What personal information about you is collected by **Find a VA**.
2. How the information is used.
3. With whom the information may be shared.
4. How you can access and change any personal information **Find a VA** holds about you.
5. What security procedures are in place to protect the loss, misuse or alteration of your personal information by **Find a VA**.
6. How to contact **Find a VA**.

This Privacy Statement applies to any personal information you provide to us:

- when visiting the **Find a VA** website
- when using **Find a VA**'s on-line services
- when **Find a VA** forwards information about you Find a VA Approved Virtual Assistants
- when you correspond, or communicate with **Find a VA** over the telephone or in any other manner including by letter, facsimile or email



Failure by you to provide personal information when requested by **Find a VA** may mean that we are unable to provide certain services to you.

## 2. What types of information do we collect, and how we collect it?

**Find a VA** gathers two types of information which is dependent upon how you use the services offered on our website, namely:

- a) Firstly, we receive information in the online form of a virtual request from a person seeking the services of a VA; and
- b) Secondly, we receive information from Virtual Assistants who wish to register to become Approved Virtual Assistants and receive job leads.

Generally, **Find a VA** does not collect 'sensitive information' about you. Sensitive information includes (but is not limited to) information about your race or ethnic origin, your religion and your sexual preferences. **Find a VA** will only collect sensitive information about you in the event that it is necessary for the purpose of providing you with a service. In such circumstances, **Find a VA** will only collect sensitive information with your consent unless we are required by law to collect such information from you.

**Find a VA** also collects non-personal information in aggregate form to track data such as the total number of visits to our website, and the number of visits to specific areas of our website.

We use this information, which remains in aggregate form, to understand how our website visitors use our website so that we can constantly improve and enhance our services. We may also share this information with our partners for the purpose of providing you with optimal services.



### 3. How we use your personal information

**Find a VA** may use your personal information for one or more of the following purposes:

- to communicate with you, including via email
- to facilitate and process connections between you and **Find a VA** and/or third parties
- to identify the number of people using **Find a VA**'s website services and establish the nature of their interests
- to facilitate **Find a VA** registration
- to conduct **Find a VA** marketing activities
- to provide you with information about **Find a VA** and its services

### 4. Disclosure of personal information to third parties

**Find a VA** may disclose your personal information as follows:

- To provide your contact details to a Find a VA Approved Virtual Assistant for the purposes of provision of VA services to you or your business; or
- To provide your contact details to a person seeking Virtual Assistant services

Other than as outlined above, **Find a VA** will not disclose your personal information without your consent unless disclosure is necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.



## 5. Access to and correction of information we hold about you

Upon your request, **Find a VA** will provide you with access to your personal information unless there is an exception which applies under the Australian Privacy Principles. If we deny such access, we will tell you why.

**Find a VA** may recover any reasonable costs incurred in providing you access to the requested information. To request access to your personal information, please contact **Find a VA** using one of the contact options provided in paragraph 14 of this Privacy Statement.

## 6. Keeping information up-to-date

**Find a VA** strives to ensure that the information we hold about you is accurate, complete and up-to-date at all times.

If the personal information we hold about you is inaccurate, incomplete, or no longer up-to-date, or you wish for your details to be removed from our records, please contact us at [info@findava.com.au](mailto:info@findava.com.au) so that we may take reasonable steps to address this and/or discuss alternative options with you.

## 7. Storage and Security of your personal information

**Find a VA** takes reasonable steps to protect the security of your personal information in accordance with this Privacy Statement.

**Find a VA** regularly reviews and implements new security and encryption technologies. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure.



Whilst **Find a VA** strives to protect such information, we cannot ensure or warrant the security of any information you transmit to us or obtain from our online products or services. Accordingly, use of our products or services is at your own risk.

Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

## **8. Links to other websites**

Our website does contain a link to our sister business, VA Institute, at <https://www.vainstitute.com.au/>. Your use of that website is subject to its own terms of use and disclaimer, and any products or services you purchase on that website are subject to its own terms and conditions of sale. Please ensure you read and understand those terms before using the website.

We may also, on occasion, include links to other websites which are not controlled by us. These links are provided for your convenience to provide you with further information. You acknowledge that they are used at your own risk. Please note that we include these links for your convenience, however we don't necessarily endorse or support the views, opinions, standards or information expressed on them. We have no control over the nature, content and availability of those websites. For your own safety, please make sure you check the protocols and standards of the linked sites before using them.



## 9. Destruction of your personal information

**Find a VA** will take reasonable steps to destroy or de-identify any personal information about you once the information is no longer required for the purposes for which it was collected or as authorised or required by law.

## 10. Changes to Find a VA's Privacy Statement

From time to time, **Find a VA** may make changes to this Privacy Statement. Accordingly, we encourage you to periodically review this statement to remain informed about how we collect and protect your personal information.

Your continued use of the **Find a VA** website constitutes your acceptance of the collection, use and disclosure of your personal information to the extent outlined in this Privacy Statement as amended from time to time.

For further information about the protection of your privacy, please visit the [Australian Federal Privacy Commissioner's website](#).

## 11. Feedback and Complaints about privacy and the Find a VA website

**Find a VA** welcomes ideas and feedback about all aspects of the **Find a VA** website. **Find a VA** stores feedback that users send to us. This feedback may be used to administer and refine the services we provide and may be shared with **Find a VA** partners either in aggregate form or with specific identifying characteristics removed.

If you have any complaints about our dealings with your personal information including any breaches by us of any Australian Privacy Principles or any questions regarding this Privacy



Statement you are able to submit that complaint or query by contacting us at [info@findava.com.au](mailto:info@findava.com.au) or by telephone or post using the methods detailed in the “Contact Us” paragraph below.

Any complaints received by us will be referred for prompt investigation by our compliance team and a written response will be provided to you as soon as possible.

## 12. Privacy & Site Changes

From time to time, **Find a VA** may review and update its Privacy Statement. Revised versions will be updated on this Site.

## 13. Contact Us

If you have any feedback or questions about this Statement, the practices of this Site, or your dealings with **Find a VA**, you can contact us in the following ways:

Email: [info@findava.com.au](mailto:info@findava.com.au)

Telephone: 1300 805 857

Post: Find a VA  
22 Alban Street  
TAREE NSW 2430



## **14. Provision of Copy of Privacy Statements**

If you require a hard copy of this Privacy Statement or a copy in some other format to suit your particular needs please contact us using any of the methods detailed in paragraph 13 above, and we will arrange for a suitable copy to be provided to you.