

PRIVACY POLICY

Last updated: 23.7.26

1. Who we are

NextWork Advisory (ABN 14 137 789 236) is an Australian HR consulting business. In this Privacy Policy, “we”, “us” and “our” means NextWork Advisory.

We handle personal information in accordance with this Privacy Policy and, where applicable, the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

2. Personal information we collect

We may collect:

- name, role, organisation and contact details;
- information you provide in website forms, emails, phone calls, meetings or client inquiries;
- information about your business needs, HR issues, workforce planning needs or consulting requirements;
- billing and payment information;
- website usage information, including device, browser, IP address, pages visited and analytics information;
- marketing preferences and communication history.

Please do not send sensitive personal information, employee records, workplace complaint details, health information, investigation material or confidential client information through website forms unless we specifically ask you to do so.

3. How we collect information

We collect information when you:

- submit a contact or inquiry form;
- email, call or message us;
- book a consultation;

- engage us to provide services;
- subscribe to updates or marketing;
- use our website, including through cookies and analytics tools.

We may also receive information from your organisation, authorised representatives, referral partners or service providers where relevant to an inquiry or engagement.

4. Why we collect, use and disclose information

We use personal information to:

- respond to inquiries;
- assess whether we can assist you;
- provide HR consulting, advisory and related services;
- prepare proposals, quotes and agreements;
- manage client relationships, invoicing and administration;
- improve our website, services and business operations;
- send updates or marketing where permitted;
- meet legal, insurance, accounting and compliance obligations;
- protect our rights, systems and business.

5. Disclosure to third parties

We may disclose personal information to:

- IT, cloud storage, website hosting, email, analytics, CRM, scheduling and cybersecurity providers;
- professional advisers such as accountants, lawyers and insurers;
- subcontractors or consultants assisting with a client engagement, where appropriate;
- payment, invoicing and administration providers;
- regulators, courts or authorities where required or authorised by law.

We do not sell personal information.

6. Overseas storage or disclosure

Some service providers may store or access information outside Australia. We take reasonable steps to use reputable providers and protect personal information.

7. Cookies and analytics

Our website may use cookies, pixels, analytics and similar technologies to operate the website, understand visitor use and improve our services. You can control cookies through your browser settings. Some website features may not work properly if cookies are disabled.

8. Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. These steps may include access controls, passwords, multi-factor authentication, secure cloud services, backups and limited access on a need-to-know basis.

We keep personal information only as long as needed for the purposes described above, unless a longer period is required for legal, accounting, insurance or dispute-management reasons. When no longer needed, we take reasonable steps to delete, destroy or de-identify it.

9. Access and correction

You may request access to, or correction of, personal information we hold about you by contacting us at info@nextworkadvisory.com.au. We may need to verify your identity before responding.

10. Marketing

We may send business updates or marketing communications where permitted by law. You can opt out at any time by using the unsubscribe link or contacting us.

11. Privacy complaints

If you have a privacy concern, contact us at info@nextworkadvisory.com.au with details of the issue. We will consider your complaint and respond within a reasonable time. If

you are not satisfied, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au.

12. Automated decision-making

We may use automated tools where relevant. We will update this Privacy Policy where required to explain the kinds of personal information used and the kinds of decisions involved.

13. Changes

We may update this Privacy Policy from time to time. The latest version will be published on our website.
