

Privacy Policy

About this Policy

EVA is committed to protecting the privacy of any personal information held about individuals in accordance with applicable laws. "Personal information" is information about an identifiable individual, or an individual who is reasonably identifiable, as defined by applicable law. This policy describes the way in which EVA collects, holds and discloses your personal information.

Why does Executive Virtual Associate collect my personal information?

EVA collects and holds your personal information to allow us to perform our business function. For example, EVA may collect your personal information to enable us to perform the service you require or to participate in a EVA promotion, for the uses listed below or to allow EVA to market its current and future products and services to you.

What personal information does Executive Virtual Associate hold?

During the course of our business, we may collect personal information from you.

The types of personal information EVA collects will depend on the nature of your dealings with us and may (but does not always) include:

- 🔒 Your name, Gender, Date of Birth, Address;
- 🔒 Personal &/or work contact details (including phone/fax number/email address, business name and authorised representative name and contact details, address);
- 🔒 Your preferred service and usage history;
- 🔒 Any information about you which you provide through our promotions, questionnaires or surveys;
- 🔒 Payment details (e.g. bank account / credit card numbers)

If you don't provide personal information?

If you can't (or won't) provide EVA with the personal information it reasonably requires, we may be unable to provide you with services you have requested.

How does Executive Virtual Associate collect personal information?

EVA will collect personal information directly from you. That collection generally occurs when you request a service or information about our services or access our website.

How does Executive Virtual Associate use my personal information?

EVA uses your personal information for the purpose for which it was collected, including (but not limited to):

- 🔒 Providing you with the services you request;
- 🔒 Promoting and marketing our current and future products and services;
- 🔒 Informing you of upcoming events, special promotions and offers, discounts and other matters with EVA considers may be of interest to you;
- 🔒 Conducting research (including but not limited to client surveys) concerning EVA's current and future products or services.

ABN: 96 549 032 615

Enquiries about our services

In relation to personal information provided during enquiry calls, EVA collects, uses and discloses personal information to assist in answering your query or addressing your complaint. This may include using information you provide to contact you following the call in response to your query or complaint.

Will Executive Virtual Associate give your personal information to anyone else?

We treat your personal information as strictly private and confidential. We will not disclose your personal information to third parties unless:

- 🔒 you have given us your permission
- 🔒 it is required in the course of providing our services to you
- 🔒 it is for external administrative purposes (e.g. courier services, contractors)
- 🔒 we are required to do so by any court, tribunal or regulatory authority.

We do not disclose your personal information (including your email address or telephone numbers) to any third party for the purpose of marketing products or services to you.

Is my personal information secure?

EVA takes reasonable steps to ensure personal information it holds about you is protected from risks such as misuse, interference, loss and unauthorised access, use, destruction, modification or disclosure.

No data transmission over the internet is totally secure. As a result, any personal information you send to EVA over the Internet (including via email) is sent at your own risk.

Your rights of access and correction

The accuracy of your personal information is important. EVA takes reasonable steps to ensure personal information it holds about you is accurate, complete, up-to-date, relevant and not misleading. If you believe that any personal information EVA holds about you is incorrect, please contact us.

Contact us if you have any questions, feedback or complaints about privacy. For further advice regarding your privacy rights you can contact the Office of the Victorian Privacy Commissioner at www.privacy.vic.gov.au

Access to and Use of this Website;

- 🔒 None of the content of this website constitutes advice
- 🔒 No representations as to factual accuracy of such content are given
- 🔒 No liability for loss or damage from reliance upon or use of information on this web site is accepted.
- 🔒 No contractual or other relationship is created between the provider and the user of this web site.
- 🔒 No responsibility is accepted for the content or availability of linked sites.

Endorsed by



Sam Spence
Executive Virtual Associate