Privacy Policy

Kantara Consulting Pty Ltd
Effective date: 11 March 2026 | Last updated: 11 March 2026

> *Kantara Consulting ("we", "us", "our") is a business based in New South Wales, Australia. We respect your privacy and are committed to handling personal information transparently and responsibly. This Privacy Policy explains how we collect, hold, use and disclose personal information, and how you can access, correct, or raise a complaint about how we handle your information.*

1. What Personal Information We Collect

The type of personal information we collect depends on how you interact with us. It may include:

- Identity and contact details (name, email address, phone number, business address)
- Professional information (job title, organisation, sector, project role)
- Enquiry and engagement information (messages, meeting notes, service preferences)
- Billing and transaction details (invoices, payment confirmations — we do not store full card details)
- Website usage information (IP address, device identifiers, pages visited, cookies — see section 6)
- Project information provided for grant support services (e.g., project summary, milestones, partners, funding objectives)
- Information required to complete a grant application
- Call recordings, where you have provided consent, for the purpose of preparing service deliverables such as your Grant Readiness Diagnostic Report

Sensitive information

We do not request sensitive information (such as health information) for most services. If you choose to provide sensitive information, we will handle it carefully and only use it for the purpose for which it was provided.

> *Please do not send highly confidential or IP-sensitive information (e.g., unpublished patentable details or trade secrets) unless we have agreed appropriate protections in writing, such as a non-disclosure agreement.*

2. How We Collect Personal Information

We may collect personal information when you:

- Submit an enquiry through our website or forms
- Purchase or book a service through our website
- Complete a pre-call survey or intake form
- Participate in a recorded consultation call (with your consent)
- Communicate with us by email, phone, or in meetings
- Subscribe to updates, download resources, or register for events
- Use our website (via cookies and analytics tools)

We may also collect information from publicly available sources, such as government websites, where relevant to delivering our services.

3. Why We Collect, Use and Disclose Personal Information

We collect, use and disclose personal information to:

- Respond to enquiries and provide consulting services
- Deliver services you have purchased (including reports, recommendations, and grant application support)
- Manage bookings, invoicing, payments, and business operations
- Prepare Grant Readiness Diagnostic Reports using call recordings and information you have provided
- Send service updates, insights, or marketing communications (you can opt out at any time)
- Improve our website, services, and client experience
- Comply with legal obligations and resolve disputes

Where we use personal information for direct marketing, we provide a clear opt-out mechanism (such as an unsubscribe link). You may opt out at any time.

4. Disclosure of Personal Information

We may disclose personal information to:

- Our staff and contractors, only as needed to deliver services
- Professional advisers (e.g., accountants, legal advisers)
- Payment processors and billing providers
- IT, cloud storage, and communications providers (including email, document storage, and video conferencing platforms)
- Website hosting and analytics providers
- Any person you expressly authorise us to disclose information to

We do not sell personal information.

5. Overseas Disclosure

Some of our third-party service providers may store or process personal information outside Australia (for example, cloud hosting platforms, analytics tools, Microsoft 365, or video conferencing services). Where personal information is sent overseas, we take reasonable steps to ensure it is handled appropriately and consistently with Australian privacy obligations.

6. Cookies and Analytics

We may use cookies and similar technologies to operate our website and understand how visitors use it. This may include information such as pages viewed, time on site, and approximate location based on IP address.

You can configure your browser to refuse or delete cookies. Some website features may not function correctly if cookies are disabled.

7. Using AI Tools and Automated Services

We may use reputable commercial tools, including AI-enabled tools such as Microsoft and other cloud-based AI platforms, to help draft, summarise, or improve materials. Where these tools involve personal information, we aim to use them in a manner that is reasonable for our business activities and consistent with our privacy obligations.

We take care with the accuracy and appropriateness of outputs generated by AI tools, noting that generative AI can produce incorrect or incomplete results.

If you do not want your personal information used with any AI-enabled tooling, please contact us before sending materials and we will discuss appropriate alternatives.

8. Call Recordings

Where you have consented to recording (as set out in our Terms & Conditions), consultation calls may be recorded for the sole purpose of preparing your Grant Readiness Diagnostic Report.

Recordings are stored securely using reputable cloud platforms and are deleted once the relevant Diagnostic Report has been delivered. Recordings are not shared with third parties except where required by law.

9. Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. This includes access controls, use of reputable platforms, and secure storage practices.

10. Accessing and Correcting Your Personal Information

You may request access to personal information we hold about you, and request that we correct any information that is inaccurate, out of date, incomplete, irrelevant, or misleading. We will respond within a reasonable timeframe and aim to make the process straightforward.

To make a request, please contact us using the details in section 13.

11. Complaints

If you have a privacy concern or complaint, please contact us in writing with details of your concern. We will investigate and respond within a reasonable timeframe (generally within 30 days).

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Data Breaches

If we experience a data breach involving personal information, we will assess the incident promptly and take steps to reduce harm. Where we are required to notify affected individuals and the OAIC under the Notifiable Data Breaches (NDB) scheme, we will do so in accordance with our obligations.

13. How to Contact Us

Privacy contact: Dr Megan O'Connor

Email: meganoconnor@kantaraconsulting.com.au

Website: kantaraconsulting.com.au

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The latest version will always be published on our website with the updated "Last updated" date. We encourage you to review this policy periodically.

> *This Privacy Policy should be read together with our Terms & Conditions relevant to your Kantara Consulting service*