

PRIVACY POLICY

YCM Capability | Compliance | Contracts

Operated by	Donna-Marie Keough T/as Your Career Matters (ABN 80 765 112 771)
Version	1.1
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Website	ycmau.com.au

YCM Capability | Compliance | Contracts (YCM) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

By using this website or engaging our services, you agree to this Privacy Policy.

What Information We Collect

We may collect personal information including:

- Name
- Contact details (email, phone number, address)
- Business details (ABN, services offered, industry, regions serviced)
- Employment history, qualifications, and career information (for career services clients)
- Information provided through enquiry forms, emails, or client onboarding
- Payment details (where applicable)
- Any other information you voluntarily provide

We may also collect non-identifiable information such as your IP address, browser type, and website usage data.

How We Collect Information

We collect personal information when you:

- Submit an enquiry through our website
- Subscribe to our newsletter or mailing list
- Purchase or enquire about our services
- Engage us for business documentation, tender support, or consulting
- Provide information during onboarding or project delivery
- Communicate with us via email or phone

Cookies and Analytics

Our website uses cookies and analytics tools (including Google Analytics) to improve your experience, monitor traffic, and help us continually enhance our services. You can adjust your browser settings to disable cookies, but this may impact some website features.

How We Use Your Information

We use your personal information to:

- Provide our services (including capability statements, tender responses, compliance documentation, and related business support)
- Communicate with you about your project or engagement
- Respond to enquiries
- Send marketing communications (you may opt out at any time)
- Improve our services and website
- Comply with legal and regulatory obligations

How We Store and Protect Your Information

We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure. Information is stored using secure, password-protected cloud-based services and secure email platforms (including Google Workspace).

However, no data transmission or system can be guaranteed 100% secure, and you acknowledge you provide information at your own risk.

Overseas Disclosure

Some of our third-party service providers may be located or store information outside Australia (including in the US, EU, or Asia-Pacific regions). In such cases, we take reasonable steps to ensure your information is handled in accordance with Australian privacy standards.

Disclosure to Third Parties

We do not sell or trade your information. We may disclose your information to:

- Service providers assisting with our operations (e.g., cloud storage, email, payment processors)
- Professional advisors (e.g., accountants, legal advisors)
- Where required by law or to protect our legal interests

Our service providers are required to comply with privacy laws and maintain appropriate security measures.

Access, Correction & Data Retention

You may request access to, or correction of, your personal information by contacting us at donna@ycmau.com.au. We will respond in accordance with the Privacy Act.

Personal information is retained only as long as necessary to fulfil the purposes outlined in this policy or as required by law. When information is no longer needed, it is securely deleted or de-identified. Refer to our Records Retention Policy for full retention schedules.

Privacy Complaints

If you have a concern or wish to make a complaint about your privacy, please contact us in writing at donna@ycmau.com.au. We will promptly investigate and respond to your complaint.

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

Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website at ycmau.com.au.

Contact Us

Email: donna@ycmau.com.au

Phone: 0423 328 337

Website: ycmau.com.au