



Glenvern Group Privacy Policy

Introduction

Glenvern Group ("we," "our," or "us") is committed to protecting the privacy of our clients and users. This Privacy Policy outlines how we collect, use, disclose, and store personal information in compliance with the Australian Privacy Act 1988 (Cth) ("Privacy Act"). This policy applies to all personal and sensitive information we collect in the course of providing our Industry based services and project solutions.

1. Collection of Personal Information

We collect personal information that is necessary for us to provide our services, including:

- Contact details such as name, email address, phone number, and job title.
- Information collected through our website, including IP addresses, browser types, and browsing behavior.

2. Use of Personal Information

We use the personal information we collect for the following purposes:

- To provide and improve our services, including creating accurate and effective simulations and digital twins.
- To communicate with our clients and respond to inquiries.
- To fulfill our legal and regulatory obligations.

3. Disclosure of Personal Information

We may disclose personal information to third parties in the following circumstances:

- To service providers and partners who assist us in delivering our services (e.g., IT support, data storage providers).
- When required by law or to comply with a legal obligation.
- With your consent or at your direction.

4. Security of Personal Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorized access, modification, or disclosure. These measures include physical, technical, and administrative safeguards.

5. Access and Correction of Personal Information

You have the right to request access to the personal information we hold about you and to request corrections if you believe it is inaccurate, incomplete, or out-of-date. To make a request, please contact us using the details provided in this document.

6. International Data Transfers

If we transfer your personal information to a third party located outside Australia, we will take reasonable steps to ensure that the recipient complies with the Privacy Act or is subject to laws or binding schemes that offer substantially similar protection.

7. Complaints and Enquiries

If you have any concerns or complaints about how we handle your personal information, please contact us via the contact details below. We will respond to your complaint in accordance with our complaints handling procedure.

8. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this policy periodically to stay informed about how we are protecting your personal information.

Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Glenvern Group

Contact Address: PO Box 132, Carrington, NSW, Australia, 2294]

Email: info@glenverngroup.com

Phone Number: +612 8006 9466

This policy is designed to comply with the Australian Privacy Act 1988 and reflects Glenvern Group's commitment to protecting the privacy of its clients and users.