

Privacy Policy

Last Updated: 20 Sept 2023

At DeeTwo Consulting, we are committed to safeguarding your privacy. This Privacy Policy outlines how we handle your personal information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth).

1. Collection of Personal Information

At DeeTwo Consulting, we may collect various types of personal information, including but not limited to names, addresses, email addresses, phone numbers, and financial data. This information is obtained through various means, such as when you interact with our website, provide it to us directly, or when we offer our services to you. It is your responsibility to obtain consent from your clients regarding the provision of their personal information to us for service-related purposes.

We utilise OneDrive, a secure cloud storage service, to collect and store personal information securely. OneDrive helps us maintain the confidentiality and integrity of the information collected. We take appropriate measures to ensure that your data is protected and only accessible by authorised personnel.

Furthermore, to maintain data privacy and security, we adhere to a data retention policy. When your Personal and Client information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal and Client information. After one year or as deemed necessary by us, we will securely delete the data from our records, ensuring compliance with our internal policies and applicable regulations.

For any concerns or inquiries regarding the collection, storage, and deletion of personal information, please feel free to contact us.

2. How We Collect Your Personal Information

We gather personal information through electronic interactions, in-person meetings, website access, and when delivering our services to you. Additionally, we may receive personal information from third parties, which we will protect in line with this Privacy Policy.

3. Use of Your Personal Information

DeeTwo Consulting may use the personal information we collect to provide you with information, updates, and our services. We may also inform you about new services and opportunities available to you via various communication channels, including telephone, email, SMS, or mail.

In addition, we may use your personal information, including client information, with third-party software solutions such as (but not limited to) Xplan, AdviserLogic, and MidWinter. This usage is primarily for the creation of statements of advice or to facilitate the completion of any of our other services we provide to you. We ensure that your information is handled securely and in compliance with relevant data protection regulations when shared with these third-party software providers.

For any questions or concerns regarding the use of your personal information, please do not hesitate to contact us.

4. Disclosure of Your Personal Information

Your personal information may be disclosed to our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors as necessary for the purposes stated in this Policy. We ensure that any third party receiving your personal information will use it only for the specified purpose, typically in cases where contract Paraplanners are engaged by us.

5. Security of Your Personal Information

DeeTwo Consulting is dedicated to securing the information you provide. We have implemented physical, electronic, and managerial procedures to protect your data from unauthorized access, modification, disclosure, loss, and misuse. While we take precautions to safeguard information, please be aware that the transmission of information is conducted at your own risk. We cannot guarantee absolute security for data transmission.

6. Disclosing personal information to overseas recipients

Some of the entities (i.e., sub-contractors) we share information with may be located in, or have operations in, other countries. The current list of countries or regions to which your personal information could be sent includes Vietnam and the United States of America. We require any external organisations with whom we share your personal information to comply with the Australian Privacy Principles.

7. Access to Your Personal Information

In accordance with the Privacy Act 1988 (Cth), you have the right to request details of the personal information we hold about you and to update and/or correct it, subject to certain exceptions. We may charge a small administrative fee for providing copy of your personal insurance. If you believe any information we hold about you is inaccurate, incomplete, irrelevant, out-of-date, or misleading, please email us at info@deetwoconsulting.com.au. However, we reserve the right to refuse access under certain circumstances as outlined in the Privacy Act.

8. Privacy Complaints

We take privacy complaints seriously. If you have any concerns about our privacy practices, please send the details of your complaint to Info@deetwoconsulting.com.au, addressing it to Tiana Nguyen. We will respond promptly upon receiving your written complaint.

9. Changes to Privacy Policy

Please be aware that this Privacy Policy may undergo changes in the future. Any modifications will be effective immediately upon posting on our website or via email. We recommend checking this policy periodically to stay informed about our privacy practices.

10. Website

10.1. When You Visit Our Website

When you visit our website at deetwocosulting.com.au, we may collect certain information such as your browser type, operating system, the website you visited before coming to our site, and more. This data is used in an aggregated manner to improve our service and analyse user behaviour.

10.2. Cookies

We may use cookies on our website from time to time. Cookies are small files that identify you when you return to the site and store information about your website usage. Most web browsers accept cookies by default, but you can adjust your browser settings to reject them, although this may limit your website experience. Cookies may be used to analyse website traffic and serve relevant ads to visitors through third-party services like Google Adwords.

10.3. Third-Party Sites

Our website may contain links to third-party websites not owned or controlled by DeeTwo Consulting. These links are provided for your convenience, and their presence does not imply our sponsorship or endorsement. We are not responsible for the privacy practices of external websites and encourage you to review their privacy statements when leaving our site.

Please feel free to contact us if you have any questions or concerns regarding this Privacy Policy.

Contact Information:

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