Privacy Policy for Savvy Admin

Effective Date: 23 November 2026

1. Overview and Business Details

Savvy Admin ("we," "us," or "our"), operated by Ashlea Harrison (Ash), is committed to protecting your privacy and handling your personal information in an open and transparent manner. This Privacy Policy sets out how Savvy Admin collects, uses, discloses, and manages personal information collected through our website at www.savvyadmin.com.au, as well as in connection with our administrative, operational, and project management services.

- **Business Name:** Savvy Admin (Savvy Administration)
- **Founder & Owner:** Ashlea Harrison
- **Contact Email:** ash@savvyadmin.com.au
- **Location:** Hastings VIC / Mornington Peninsula, Victoria, Australia
- **Website:** www.savvyadmin.com.au

2. Compliance with Privacy Laws

We comply with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth). If you are accessing our website or services from outside Australia, you acknowledge that your personal information will be handled in accordance with Australian privacy laws.

3. Information We Collect

We collect personal and business information that is reasonably necessary for us to provide our services and operate our business effectively. The types of information we collect include:

- **Contact Information:** Name, email address, phone number, physical or postal business address.

- **Business & Operational Data:** Business name, trade or industry sector (e.g., Landscaping, Plumbing, Electrical, General Building, Logistics, Restoration), current software platforms used (e.g., Xero, ClickUp, Buildxact, AroFlow, Notion, Google Workspace), operational pain points, capacity details, and project notes.
- **Inquiry & Booking Details:** Details submitted via our website inquiry form or TidyCal booking widget, including your selected interest in our audit, retainer, or add-on packages.
- **Financial & Billing Information:** Invoicing details, bank details, and billing contact information necessary for processing retainers, audits, and service fees.
- **Technical & Usage Information:** IP addresses, browser types, device information, and website usage data collected through cookies and analytics tools.

4. How We Collect Personal Information

We collect personal information through various methods, including:

- Directly from you when you complete our website contact form or book a consultation via TidyCal.
- During phone calls, video meetings, email correspondence, or direct operational briefings.
- When you engage us to perform Admin Audits, Operations Audits, or ongoing retainer support services.
- Through integrated client platforms and tools shared with us to deliver back-office and project management support.
- Automatically when you navigate our website www.savvyadmin.com.au via cookies and site performance tracking.

5. Purpose of Collecting, Holding, Using, and Disclosing Information

Savvy Admin collects, holds, uses, and discloses your personal information for the following primary purposes:

- Delivering tailored back-office administration, workflow optimization, and project coordination.
- Conducting preliminary consultation calls and administrative or operational diagnostics.
- Communicating with clients, subcontractors, vendors, and suppliers on your behalf as authorized.
- Processing financial transactions, invoicing, and contract billing.
- Responding to client inquiries, feedback, and support requests.
- Maintaining internal records, quality assurance, and compliance obligations.
- Sending business updates, operational insights, or service announcements where permitted.

6. Disclosure of Personal Information

We do not sell, rent, or trade your personal information. We may disclose your personal information only in the following circumstances:

- **Authorized Service Providers:** Third-party cloud service providers, software vendors (such as Xero, Buildxact, AroFlow, ClickUp, Notion, and Google Workspace), and booking systems (TidyCal) required to execute operational deliverables.
- **Professional Advisors:** Accountants, legal counsel, or financial advisors where necessary for business governance.
- **Legal Obligations:** When required or authorized by law, court order, or regulatory authority.

7. Storage and Data Security

We take reasonable steps to safeguard personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. Information is stored securely using industry-standard encrypted cloud systems and access-controlled databases. We restrict internal access to personal information strictly to authorized personnel who require it to fulfill client services.

8. Access to 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 the information is inaccurate, out of date, incomplete, or misleading.

To request access or corrections, please contact Ashlea Harrison at ash@savvyadmin.com.au. We will respond to your request within a reasonable timeframe.

9. Direct Marketing & Opt-Out

From time to time, we may send you relevant information about our services, audits, or operational updates. You may opt out of receiving promotional communications at any time by following the unsubscribe link in our emails or by contacting us directly at ash@savvyadmin.com.au.

10. Complaints and Contact Information

If you have questions, concerns, or complaints regarding our handling of your personal information or compliance with the Privacy Act, please contact:

Ashlea Harrison
Savvy Admin
Hastings VIC, Australia
Email: ash@savvyadmin.com.au
Website: www.savvyadmin.com.au

We take all privacy complaints seriously and will investigate and respond to your inquiry promptly.