PRIVACY POLICY

How Aha! Consulting handles your personal information

Organisation	Aha! Consulting Pty Ltd
Applies to	People who take part in our engagement and research work, and our clients
Version	3 (public version of our internal policy)
Last updated	26 November 2026

ABOUT THIS POLICY

Aha! Consulting runs community and stakeholder engagement, research and strategic planning for local government, state government and not-for-profit clients. This policy explains what personal information we collect when you take part in our work, why we collect it, how we look after it and the choices you have.

We follow the *Privacy Act 1988* (Cth) and the Australian Privacy Principles, the Notifiable Data Breaches scheme and the *Privacy (Market and Social Research) Code 2021*. When we work under a Western Australian public sector contract that says so, we also follow the *Privacy and Responsible Information Sharing Act 2024* (WA) (the PRIS Act), including its Information Privacy Principles. We may follow the same practices in other work where they reflect good practice.

WHAT WE COLLECT

We collect only what we need for the project you are taking part in. Depending on the project, this may include:

- **contact details**, such as your name, email address, phone number and address
- **background information**, such as your age, gender, household or business details and where you work
- **your views and feedback** on the topic or project.

Sensitive information is information about things like your health or disability, cultural or ethnic background, religion, political views or sexual orientation. We only ask about these if the project needs it, and only with your consent.

You can usually take part without giving your name, or by using a different name. If that isn't possible for a project, we will tell you why.

HOW WE COLLECT IT

We collect information when you complete a survey, take part in an interview, workshop or focus group, join a community panel or register your interest in a project. Workshops and focus groups may be recorded. We will ask your permission first.

Sometimes a client gives us contact details so we can invite people to take part. We ask the client to confirm in writing that they are allowed to share them, and we use them only for that project. Occasionally we use public sources, such as a public phone list, to invite people to a survey.

When we collect your information we give you a short notice that says who we are, why we are collecting it, who we share it with, whether you have to provide it and how to contact us.

Our survey forms may use cookies to stop the same person answering twice. Cookies don't store information that identifies you, and we don't keep cookie data.

HOW WE USE AND SHARE IT

- We use your information only for the purpose we collected it for, or a closely related purpose you would expect.
- We report findings to our clients in combined form, with names and identifying details removed. We pass on your name or contact details only with your permission.
- We never use your information for direct marketing, and we never sell it.
- We may share information where the law requires or allows it, or where we reasonably believe it is needed to prevent or lessen a serious threat to someone's life, health or safety.
- We don't use automated systems, including AI tools, to make significant decisions about you.

CHILDREN AND YOUNG PEOPLE

When we engage people under 18, we put their best interests first. We ask for consent in a way that suits their age and, where appropriate, from a parent or guardian. We avoid collecting sensitive information unless it is essential, and we explain in plain language how they can raise a concern or make a complaint. A complaint can be made by a child or by someone on their behalf.

WHERE WE STORE IT

We store information in Australia where we can, using Microsoft 365. Some tools we use, such as SurveyMonkey and Mailchimp, may store or process information overseas. Before we use a tool like this, we make sure it handles information to a standard similar to Australian law, or we ask for your consent.

If a project needs all information kept in Australia, we choose tools to suit before the project starts.

KEEPING IT SAFE

We protect information with secure, password-protected systems, multi-factor sign-in, up-to-date security software and secure backups. Only the people working on a project can see its information.

Before we report results from small groups or small communities, we check that no one can be identified from the combination of answers.

HOW LONG WE KEEP IT

We keep information that identifies you only while it is needed for the purpose it was collected for, or a related purpose you would expect or have agreed to. After that we securely destroy it or permanently remove the details that identify you. If we would like to contact you again for future work, we will ask you first.

We may keep information longer if a law requires it, or a client contract requires it and keeping it is lawful. We may keep combined results that don't identify anyone.

If you join one of our community panels, we keep your details only for as long as the panel needs them, unless you agree to stay on our list for future panels. You can leave a panel or a contact list at any time, and every email invitation has an unsubscribe link.

SEEING OR CORRECTING YOUR INFORMATION

You can ask to see the information we hold about you, or ask us to correct it, by contacting our Privacy Officer in writing. We can help you make the request.

- We acknowledge your request within 2 business days.
- We aim to resolve it within 14 calendar days.
- We check your identity before we release any information.
- If we don't agree that a correction is needed, we note your view on the record and, if you ask, attach your statement. If we refuse a request, we tell you why in writing.
- We only charge a fee where the law allows one, and it will never be excessive.

You can also ask us to tell you, in general terms, what kinds of personal information we hold, how and why we handle it, and whether any of it is used in an automated decision.

IF SOMETHING GOES WRONG

If a data breach happens, we act quickly to contain it. We assess the risk of serious harm and, where required, tell the people affected and the Office of the Australian Information Commissioner. For work under a Western Australian public sector contract, we also follow the contract's notification steps and tell the agency.

QUESTIONS AND COMPLAINTS

Please contact our Privacy Officer first. We will look into your concern and aim to respond within 14 days.

Contact	Privacy Officer, Aha! Consulting
Email	admin@ahaconsulting.net.au
Phone	(08) 9443 9474
Post	PO Box 2031, Yokine South WA 6060

If you are not satisfied with our response:

- for work under a Western Australian public sector contract that applies the PRIS Act, you can complain to the Information Commissioner (WA) at oic.wa.gov.au
- for other work, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au.

CHANGES TO THIS POLICY

We review this policy every year, and sooner if the law changes. The next review is due by November 2027. You can ask us for a copy of this policy at any time.