Privacy Policy

Nova Consulting Specialists Pty Ltd · www.novaconsulting.com.au

Final · 17 November 2026

1. Who we are

This is the privacy policy of Nova Consulting Specialists Pty Ltd (ABN 81 678 405 564, ACN 678 405 564), of Melbourne, Victoria, Australia. In this policy, "we", "us" and "our" mean Nova Consulting Specialists Pty Ltd.

We provide revenue assurance, payroll compliance, finance, data and AI services to health, government and not-for-profit organisations.

We are part of the Nova group. Our related companies include Nova Consulting Limited in New Zealand, Nova IT and Nova Health. Each has its own privacy policy. The New Zealand policy is on www.novaconsulting.co.nz.

We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). You can ask us for a free copy of this policy in another form, such as on paper.

2. The kinds of personal information we collect and hold

Personal information is information or an opinion about a person who is identified or can reasonably be identified.

People who contact us or work with us. Your name, organisation, role, email address, phone number and what you tell us in messages, calls and meetings. If you are a client or supplier, we also hold the records needed to do business with you, such as contracts and invoices.

Job applicants. Your resume, work history, qualifications, referee comments and the results of any checks you agree to.

Website visitors. This website does not use analytics or advertising tools and does not set cookies. Our web host keeps standard server logs, which record technical details such as your IP address, the date and time, the page requested and your browser type. The pages load their fonts from Google Fonts. To do this, your browser sends a request to Google, which receives your IP address and details about your browser. Google says that Google Fonts does not set cookies. See Google's Privacy Policy. Our Cookie Notice has more detail.

Information we handle for clients. In our client work we handle personal information on behalf of our clients. This can include sensitive information, such as health information in patient, appointment and claim records. It can also include employee information, such as hours, leave, pay and superannuation records. See section 5.

3. How we collect and hold it

We collect most information from you directly, when you email or call us, use the contact form, meet with us or sign a contract with us.

The contact form asks for your name, organisation and message. Your role and phone number are optional. At the date of this policy, the form prepares an email in your own email app, and nothing reaches us until you send it. If we change how the form works, we will still receive only what you choose to send.

Sometimes we collect information about you from someone else, such as your employer, a referee you have named, or a public source such as a business register or LinkedIn. Our clients give us the information described in section 5.

You can deal with us without giving your name, or by using a pseudonym, where that is lawful and practical, such as when you ask a general question.

We hold personal information in electronic systems that we or our service providers manage.

4. Why we collect, hold, use and disclose it

We collect, hold, use and disclose personal information to:

- reply to enquiries and requests

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- prepare proposals and agree contracts
- deliver our services and manage our work with clients and suppliers
- send invoices and collect payment
- assess applications to work with us
- keep our website and systems secure
- meet our legal obligations.

We use and disclose personal information only for the purpose we collected it for, or a related purpose you would reasonably expect, unless you consent or the law requires or allows otherwise.

5. Information we handle for our clients

We handle client information under the client's contract and instructions. We use it only to do the work the client has asked for.

Our clients have their own privacy obligations. These can include state and territory privacy and health records laws. We handle the information in a way that lets them meet those obligations.

If you want to see or correct information that one of our clients holds about you, it is usually best to ask that organisation. We can help you reach the right contact.

6. Automated decisions and our use of AI

We use computer programs in our work, including data-matching rules, analytics and AI tools. They compare and check records and flag items for a person to review, such as a service that may not have been billed or a pay calculation that may be wrong.

No decision is made by a computer program alone. A person on our team reviews the findings before they go to the client, and a person checks every claim or payment decision. The client then decides what to do.

To be open about how these programs are used:

- **Decisions made only by a computer program:** none.
- **Decisions where a computer program helps:** whether a service was billed or claimed correctly, and whether an employee was paid correctly. The program's output is one input. People review it and make the decision.
- **Kinds of personal information the programs use:** anonymised versions of names and identifiers such as patient or employee numbers; service, appointment and claim records, which can include health information; and employment, hours, leave and pay records.

Client data is never used to train commercial AI models.

7. Who we disclose it to

We disclose personal information only where we need to. We may disclose it to:

- our related company Nova Consulting Limited in New Zealand, because one team works across Australia and New Zealand
- other Nova group companies, where they help us deliver a service
- service providers who support our business, such as IT, email, cloud and accounting providers and professional advisers, who may use it only to provide services to us
- our client, where the information is part of work we are doing for that client
- government agencies, regulators, courts or others, where the law requires or authorises it.

We do not sell personal information.

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8. Overseas disclosure

We are likely to disclose personal information to recipients in New Zealand. Our related company Nova Consulting Limited is based there, and our team works across both countries.

Before we disclose personal information to an overseas recipient, we take reasonable steps to make sure the recipient handles it in line with the APPs, unless an exception in the Privacy Act applies.

9. Security and retention

We take reasonable steps to protect personal information from misuse, interference and loss, and from access, change or disclosure that is not authorised. These steps include limiting access to the people who need it, confidentiality obligations for our staff and contractors, staff training and security controls on our systems.

When we no longer need personal information for a purpose allowed by the APPs, and the law does not require us to keep it, we take reasonable steps to destroy it or de-identify it. We keep client information only for as long as the engagement needs, or as the contract or the law requires.

10. Direct marketing

If we send you marketing messages, we do so only as the law allows. Every message will tell you how to opt out. You can also ask us at any time to stop sending you marketing, and we will do so. We do not give your details to other organisations for their marketing.

11. Accessing and correcting your information

You can ask us for access to the personal information we hold about you, and ask us to correct it if you think it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact us using the details in section 15. We may need to confirm who you are first. We will respond within 30 days.

We do not charge you for making a request. If giving you access takes a lot of work, we may charge a reasonable fee and will tell you before we start. If we refuse access or a correction, we will tell you why in writing and how you can complain. If we do not make a correction, you can ask us to attach a statement to the information saying that you believe it is not correct.

12. Data breaches

If we suspect a data breach, we act quickly to contain it and assess it.

If a breach is likely to result in serious harm to anyone, we will notify the people affected and the Office of the Australian Information Commissioner (OAIC), as the Notifiable Data Breaches scheme requires. If the breach involves information we handle for a client, we will also tell the client promptly.

13. Complaints

If you think we have breached the APPs or mishandled your personal information, please tell us in writing using the details in section 15. We will acknowledge your complaint, look into it and give you a written response within 30 days.

If we do not respond within 30 days, or you are not satisfied with our response, you can complain to the OAIC. See how to lodge a privacy complaint with the OAIC.

14. Changes to this policy

This version takes effect on 17 November 2026.

We review this policy at least once a year and when our practices or the law change. The current version is always on this page.

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15. Contact us

Privacy contact: Sam Mackenzie

General enquiries: info@novaconsulting.com.au

Phone: +61 481 839 659

Nova Consulting Specialists Pty Ltd, Melbourne, Victoria, Australia