



**Howard and Madaan Pty Ltd
trading as**

**H&M Enterprise
Solutions**

Privacy Policy

Last updated: 29 September 2025



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1. Our Commitment to Privacy

H & M Enterprise Solutions (“we”, “our”, “us”) respects your privacy and is committed to protecting the personal information we handle. We comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, which govern how we collect, use, disclose, and store personal information.

2. What Personal Information We Collect

We may collect personal information such as:

- Name, job title, and contact details (email, phone, address)
- Organisation and role information
- Records of communications with us
- Information relevant to the services we provide (e.g., governance, risk, compliance, ESG, AI governance, third-party risk, financial crime, privacy consulting)
- Website usage data (via cookies or analytics tools)

We will only collect sensitive information (e.g., professional association membership, diversity data) with your consent or where required by law.

3. How We Collect Information

We collect personal information directly from you when you:

- Engage our consulting services
- Subscribe to our updates or resources
- Visit our website or contact us via email, phone, or online forms
- Participate in events, workshops, or surveys

We may also collect information from publicly available sources or third parties where appropriate and lawful.

4. Why We Collect and Use Personal Information

We collect and use personal information to:

- Provide and improve our consulting services
- Communicate with clients, partners, and stakeholders
- Manage business operations, billing, and administration
- Share insights, resources, and updates (where you have opted in)
- Comply with legal and regulatory obligations



5. Disclosure of Personal Information

We may disclose personal information to:

- Our employees, contractors, and trusted service providers who assist in delivering our services
- Professional advisers (e.g., legal, accounting)
- Regulators or authorities where required by law

We do not sell or rent personal information. If we transfer information outside Australia, we will take reasonable steps to ensure it is handled in accordance with the APPs.

6. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure systems, restricted access, and staff training.

7. Access and Correction

You may request access to the personal information we hold about you, or ask us to correct it if it is inaccurate, out of date, or incomplete. Please contact us using the details below.

8. Complaints

If you believe we have breached your privacy, please contact us. We will investigate and respond promptly. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

9. Contact Us

For questions, requests, or complaints about this Privacy Policy or our handling of personal information, please contact:

H & M Enterprise Solutions

Email: enquiries@howardmadaan.com.au

Phone: +61 (0)488 584 854

Address: 23 Tournament Drive, Point Cook, Victoria, 3030, Australia