

10. Privacy Policy

Version 2.0 · Approved by Shane Kuchel, Principal, 21 October 2026 · Next review October 2027

Who we are and what this covers

Leader Nexus is the business name of Shane David Kuchel (ABN 62 317 414 021), based in Mudgeeraba, Queensland. In this policy, "we" means Leader Nexus and our team. It explains how we handle personal information through our website (leadernexus.com.au), email, LinkedIn, events, coaching, workshops and assessments.

We follow the Australian Privacy Principles in the *Privacy Act 1988* (Cth), whether or not the Act binds a business of our size. Some client contracts, including government contracts, bind us to them anyway. If you are in the United Kingdom or European Union, also see the last section.

What we collect

- **Contact details:** name, email, phone, organisation and job title.
- **Enquiry details:** what you tell us in a form, email, call or meeting.
- **Coaching and program information:** goals, session notes, feedback and workbook responses.
- **Assessment results:** for example, Working Genius reports.
- **Billing details:** organisation name, address and purchase order numbers. We do not store card numbers.
- **Website and email data:** pages visited, device and browser type, and whether our emails are opened, collected through cookies and similar tools.

We do not ask for sensitive information such as health information. If it comes up in coaching, we treat it as confidential and record only what the engagement needs. If you share a dietary or accessibility need for an event, we use it only for that purpose.

How we collect it

Mostly directly from you: when you book a call, subscribe to our newsletter, download *The Control Factor*, request our policies, email or call us, connect with us on LinkedIn, or take part in coaching, a workshop or an assessment. Sometimes from others: your employer may enrol you in a program, a colleague may refer you, or we may use the professional details you have made public on LinkedIn to contact you about our services.

How we use it

To reply to you; deliver coaching, workshops and assessments; send invoices and manage our client relationship; send resources you asked for; send our newsletter and updates; contact professionals about our services; and improve our website and programs. We never sell your information.

Marketing emails. We send these only with your consent or where the *Spam Act 2003* (Cth) otherwise allows. Every email includes an unsubscribe link, and we act on requests within five business days.

Who we share it with

We share information only with people who help us run the business, and only so they can provide their service to us:

Provider	What it does for us	Where data may be stored
GoHighLevel (LeadConnector)	Client records, website, forms, email and phone	United States

Provider	What it does for us	Where data may be stored
Google Workspace	Business email, calendar and documents	United States and other countries
Xero	Invoicing and accounting	United States and other countries
Zapier	Connects our business systems	United States
Apple iCloud	File storage and notes	Australia and other countries
The Table Group	Working Genius assessments	United States
LinkedIn and Meet Alfred	Professional networking and outreach	United States and other countries

We may also share information with contractors who deliver work with us (under confidentiality terms), with your employer as agreed in the client contract, with our accountant and professional advisers, and with authorities when the law requires it.

Overseas. Most of these providers store data outside Australia, mainly in the United States. We choose established providers with strong security and privacy practices.

Cookies and automated decisions

Our website uses essential cookies and, if you accept them, cookies that show us how the site is used. Choose "Accept essential" on our banner or block cookies in your browser. We do not use computer programs to make decisions that significantly affect your rights or interests.

Storage, security and retention

We protect information as set out in our Information Security Policy (Policy 7). We keep financial records for five years, as tax law requires. We keep client and contact records while we have a current or potential business relationship with you. If you unsubscribe, we keep your email address on a do-not-contact list so we don't email you again. You can ask us to delete or de-identify your information at any time, and we will, unless the law requires us to keep it. If a data breach is likely to cause you serious harm, we will tell you and the Office of the Australian Information Commissioner (OAIC), as the Notifiable Data Breaches scheme requires.

Access, correction and complaints

You can ask to see or correct the information we hold about you. If you think we have mishandled it, tell us first and we will reply in writing within 30 days. If you are not satisfied, you can complain to the OAIC at oaic.gov.au or on 1300 363 992.

If you're in the UK or EU

Where the UK or EU General Data Protection Regulation applies, we rely on performing our contract with you or your employer, our legitimate interest in running and promoting our business, and your consent for marketing emails, which you can withdraw at any time. You can ask us to access, correct, delete or restrict your information, object to how we use it, or receive a copy in a portable format. Your information is processed in Australia and by the providers listed above. You can also complain to the UK Information Commissioner's Office (ico.org.uk) or your local supervisory authority.

Contact us about privacy

Shane Kuchel, Leader Nexus · info@leadernexus.com.au · 0482 094 094 · 31 Langport Parade, Mudgeeraba QLD 4213. We may update this policy; the latest version is always on our website with the date it was last updated.