

Privacy Policy

Effective date: 11 March 2026

Business name: Integrity Solve Pty Ltd / Integrity Solve

ACN: 690 592 904

Contact email: info@integritysolve.com

Contact phone: +61 485033002

Website: www.integritysolve.com

1. Purpose

Integrity Solve respects your privacy and is committed to protecting personal information we collect and hold.

This Privacy Policy explains how we collect, use, disclose, store and manage personal information when you interact with us, including through our website, landing pages, lead forms, customer relationship management systems, email, phone, social media, events, and related services.

2. The information we collect

We may collect personal information that is reasonably necessary for our business activities, including:

- your name
- email address
- phone number
- business or organisation name
- job title or role
- industry or service interest
- information you provide in enquiry forms, lead forms, booking forms, surveys, downloads, or consultations
- records of communications with you
- billing and transaction information where relevant
- website, device and usage information such as IP address, browser type, pages viewed, referring pages, and interaction data collected through cookies, pixels, tags and similar technologies.

If you provide us with personal information about another person, you should ensure you are authorised to do so.

3. How we collect personal information

We may collect personal information:

- directly from you when you complete a form, download a resource, make an enquiry, subscribe to updates, engage our services, attend an event, or communicate with us
- through third-party platforms and tools that support our marketing and operations, such as Meta lead forms, LinkedIn lead forms, GoHighLevel, scheduling tools, payment platforms, analytics tools, and email/SMS/WhatsApp communication tools
- automatically through our website and digital assets using cookies, pixels, event tracking, and similar technologies
- from publicly available sources or trusted third parties where lawful and appropriate for business development, compliance, due diligence, or service delivery.

4. Why we collect, hold, use and disclose personal information

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

- provide our services and respond to enquiries
- send requested resources, guides, proposals, or other materials
- manage client and prospective client relationships
- contact you about services, updates, events, or offers that may be relevant to you
- administer bookings, meetings, billing and related business operations
- improve our website, marketing, content, and service delivery
- maintain internal records and reporting
- comply with legal, regulatory, contractual, and risk management obligations
- protect our lawful interests and the integrity of our business systems.

5. Direct marketing

We may use your personal information to send you marketing communications about our services, insights, events, resources, and related offers where permitted by law or where you have consented.

These communications may be sent by email, SMS, phone, WhatsApp, social media audience tools, or other electronic means.

You can opt out of marketing communications at any time by using the unsubscribe link, replying STOP where available, contacting us directly, or otherwise following the opt-out instructions in the message.

6. Cookies, analytics and advertising technologies

Our website and landing pages may use cookies, pixels and similar technologies to:

- understand website traffic and usage
- improve performance and user experience
- measure campaign effectiveness
- build remarketing or custom audiences
- support lead generation and conversion tracking.

These technologies may be provided by us or by third-party platforms such as Google, Meta, LinkedIn and GoHighLevel.

You can manage cookies through your browser settings. Disabling cookies may affect the functionality of parts of our website.

7. Disclosure of personal information

We may disclose personal information to third parties where reasonably necessary for our operations, including:

- IT, CRM, hosting, automation and software providers
- advertising and analytics platforms
- email, SMS, WhatsApp and communications providers
- payment processors and financial service providers
- contractors, consultants and professional advisers
- event, booking and scheduling providers
- regulators, law enforcement agencies, courts, tribunals or government bodies where required or authorised by law
- any person or entity to whom you have authorised us to disclose information.

We do not sell personal information.

8. Overseas disclosure

Some of the third-party service providers we use may store or process personal information outside Australia, including in countries such as the United States and other jurisdictions in which their infrastructure or support services operate.

Where this occurs, we take reasonable steps to ensure personal information is handled in a manner consistent with applicable privacy obligations.

9. Storage and security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure.

Measures may include access controls, secure platforms, user permissions, authentication controls, monitoring, contractual safeguards with service providers, and secure disposal practices where appropriate.

No method of transmission over the internet or electronic storage is completely secure. While we take reasonable steps to protect information, we cannot guarantee absolute security.

10. Access and correction

You may request access to the personal information we hold about you, or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact us using the details below. We may need to verify your identity before processing the request. In some circumstances, the law may permit or require us to refuse access or correction, in which case we will explain our position.

11. Complaints

If you have a complaint about how we have handled your personal information, please contact us in writing using the details below.

We will review your complaint and respond within a reasonable period.

If you are not satisfied with our response, you may be able to lodge a complaint with the Office of the Australian Information Commissioner.

12. Anonymity and pseudonymity

Where lawful and practicable, you may choose not to identify yourself or may use a pseudonym when dealing with us. However, in many cases we may need your real identity or contact details to respond to your enquiry, provide services, or comply with legal obligations.

13. Third-party links and platforms

Our website, emails, landing pages or communications may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties. You should review their privacy policies separately.

14. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be published on our website with the effective date shown at the top.

15. Contact us

If you have any questions, requests or complaints regarding this Privacy Policy or your personal information, please contact:

Integrity Solve

Email: info@integritysolve.com

Phone: +61 485033002

Website: www.integritysolve.com