

Privacy Policy

JMX Solutions is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. JMX Solutions is a sole practitioner consultancy operated by Jacqui McConville. This Privacy Policy explains how JMX Solutions collects, uses, stores, protects and discloses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It reflects the way JMX Solutions currently operates and the professional obligations applying to its services.

What is Personal Information?

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether recorded electronically, in writing, verbally, through photographs, audio recordings, transcripts or other forms.

Information we collect

Information may be collected through enquiries, interviews, correspondence, telephone calls, emails, the JMX Solutions website, surveys, workshops, governance reviews, complaint handling, investigations, mediation, facilitation and other professional engagements. Information may also be received from third parties where authorised or reasonably necessary.

Sensitive Information

Sensitive information will only be collected, used or disclosed where reasonably necessary for the services being provided, with consent where required, or where otherwise authorised or required by law.

Artificial Intelligence (AI)

JMX Solutions may use trusted AI services to assist with meeting transcription, note-taking, summarising discussions, analysing information, preparing draft documents and improving administrative efficiency.

AI is used to support, not replace, professional judgement. All complaint assessments, governance advice, reports, recommendations and client deliverables are personally reviewed, verified and finalised by Jacqui McConville.

Where AI-assisted transcription or note-taking is used during meetings, workshops or consultation sessions, participants will be informed beforehand.

Business-grade AI services are used wherever reasonably practicable, and available privacy settings are configured to minimise the use of client information for model improvement or training.

AI-generated transcripts, summaries and draft documents are treated as working documents only. They do not become the official client record until reviewed and incorporated into JMX Solutions' secure Microsoft 365 records where appropriate.

Mediation Services

Mediation is conducted as a confidential facilitative process. JMX Solutions does not create or retain detailed records or transcripts of mediation discussions.

Any handwritten notes created during mediation are used solely to assist in facilitating the process and are securely destroyed once they are no longer required.

Where parties agree to a written outcome, only the final agreed outcome document (if any) is retained.

Disclosure

Personal information will only be disclosed where authorised by the individual, required or authorised by law, or reasonably necessary to deliver agreed professional services.

Storage and Security

Official client records are maintained within JMX Solutions' secure Microsoft 365 business environment.

Only Jacqui McConville has access to client files, complaint records, governance documents, meeting transcripts and related working documents except where disclosure is authorised by the client, required by law or necessary to engage trusted technology providers in accordance with this Policy.

Reasonable administrative, technical and physical safeguards are maintained to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Overseas Disclosure

Some trusted technology providers engaged by JMX Solutions may process or store information using cloud infrastructure located outside Australia. JMX Solutions takes reasonable steps to ensure appropriate contractual, technical and privacy safeguards are in place.

Retention and Disposal

Records are retained only for as long as reasonably necessary to provide services, meet legal and professional obligations or resolve complaints. Information that is no longer required is securely destroyed or permanently deleted.

Data Breaches

If JMX Solutions becomes aware of an eligible data breach involving personal information, it will respond in accordance with the Notifiable Data Breaches Scheme under the Privacy Act 1988 (Cth).

Access and Correction

Individuals may request access to or correction of their personal information, subject to applicable legal requirements. JMX Solutions may require proof of identity before releasing information.

Policy Updates

This Policy may be reviewed periodically to reflect changes in legislation, technology, professional practice or the services provided by JMX Solutions. The current version will be published on the JMX Solutions website.

Privacy Enquiries

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