

At Reliable VA Services we are committed to protecting the privacy and security of our users' personal information. This Privacy Policy outlines the types of information we collect, how we use it, and the measures we take to safeguard it when you use our virtual assistant services.

**Information We Collect:**

1. **Personal Information:** When you sign up for our virtual assistant services, we may collect personal information such as your name, email address, phone number, and billing information.
2. **Usage Data:** We may collect data about how you interact with our virtual assistant platform, including log data, device information, and usage patterns.
3. **Communications:** Any communications you have with our virtual assistant, including messages, requests, and feedback, may be stored for quality assurance and training purposes.

**How We Use Your Information:**

1. **Providing Services:** We use your personal information to deliver the virtual assistant services you request, including processing transactions, responding to inquiries, and fulfilling your requests.
2. **Improving Services:** We may analyse usage data to improve the functionality and user experience of our virtual assistant platform.
3. **Communications:** We may use your contact information to send you important updates, newsletters, or promotional offers related to our services. You can opt out of these communications at any time.
4. **Legal Compliance:** We may use your information to comply with legal obligations, resolve disputes, and enforce our policies.

**Data Security:**

We employ industry-standard security measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. These measures include encryption, firewalls, and regular security audits.

**Third-Party Services:**

We may use third-party service providers to facilitate our services or perform tasks on our behalf, such as payment processing or analytics. These providers may have access to your personal information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

**Data Retention:**

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

**Your Rights:**

You have the right to access, correct, or delete your personal information. You may also request information about the data we have collected from you and how it is being used. To exercise these rights, please contact us using the information provided below.

**Changes to This Privacy Policy:**

We reserve the right to update or change this Privacy Policy at any time. Any changes will be posted on this page, and we encourage you to review this Privacy Policy periodically

**Contact Us:**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at [hello@reliablevaservices.com.au](mailto:hello@reliablevaservices.com.au)

By using our virtual assistant services, you agree to the terms outlined in this Privacy Policy.

This Privacy Policy was last updated on 02 March 2024.