

PRIVACY POLICY

MESH Business Hub

Effective Date: 13 October 2026

Last Updated: 13 October 2026

1. Introduction

MESH Business Hub (“MESH”, “we”, “our” or “us”) is committed to respecting your privacy and protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information when you visit our website at <https://meshbusinesshub.com>, submit an enquiry through our website form, contact us, apply for a position, engage our services, or otherwise interact with our business.

MESH Business Hub provides virtual assistant, outsourcing, administrative support, social media and marketing, web development, IT-related and other business support services to businesses, including businesses based in Australia.

We aim to handle personal information in accordance with applicable privacy and data protection laws, including the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles where applicable.

By using our website or providing personal information to us, you acknowledge that you have had the opportunity to read this Privacy Policy. Where consent is legally required, we will obtain it as required by law.

2. Personal Information We Collect

The personal information we collect depends on how you interact with MESH Business Hub.

2.1 Website Visitors

When you visit our website, we may collect certain technical information, including:

- Internet Protocol (IP) address.
- Browser type and version.
- Device and operating system information.
- Pages visited and time spent on our website.

- Referring websites and general website interaction data.
- Information collected through cookies and similar technologies, where enabled.

We use this information to maintain website functionality, improve user experience, monitor website performance and protect our website against potential security threats.

2.2 Client Enquiry Form

MESH Business Hub provides a website enquiry form for individuals and businesses interested in our services.

When you submit the form, we may collect the information you provide, which may include:

- Full name.
- Business or company name.
- Email address.
- Contact number.
- Business type or industry.
- Services you are interested in.
- Information about your business requirements.
- Any additional information you choose to provide through the form.

The specific information collected will depend on the fields available in the form at the time of submission.

We use the information submitted through our client enquiry form to:

- Respond to your enquiry.
- Understand your business requirements.
- Recommend suitable MESH Business Hub services.
- Arrange consultations or meetings.
- Prepare proposals, quotations or service agreements.
- Follow up on your enquiry.
- Communicate with you about relevant services.
- Maintain records of enquiries and business communications.

Your information may be accessed by authorised MESH team members responsible for managing enquiries, sales, client consultations and service delivery.

We may also use authorised third-party technology providers to process, store or manage form submissions and communications.

Please avoid submitting sensitive personal information, passwords or confidential business information through the enquiry form unless specifically requested through an appropriate and secure process.

2.3 Clients and Prospective Clients

When you engage our services or communicate with us about a potential engagement, we may collect information necessary to understand your requirements and manage our business relationship.

This may include:

- Contact and business details.
- Service requirements and preferences.
- Business operations and workflow information.
- Proposals, quotations and agreements.
- Billing and payment records.
- Communications, feedback and service-related requests.
- Information required to coordinate virtual assistant assignments and other support services.

We use this information to establish and maintain business relationships, deliver services, manage accounts, communicate with clients and fulfil our contractual obligations.

2.4 Job Applicants and Virtual Assistants

When you apply for a position or work with MESH Business Hub as an employee or contractor, we may collect:

- Name and contact details.
- Résumé, employment history and professional experience.
- Qualifications, skills and relevant certifications.
- Interview responses and assessment results.
- Professional references, where appropriate.
- Availability and preferred work schedules.
- Onboarding and training records.
- Attendance, timekeeping and work-related performance records.
- Information reasonably necessary to administer employment or contractor arrangements.

We use this information for recruitment, candidate assessment, onboarding, training, workforce management, client matching and other legitimate employment or contractor administration purposes.

Where sensitive information is necessary, we will handle it in accordance with applicable law and any required consent.

2.5 Information Processed on Behalf of Clients

As part of our virtual assistant and outsourcing services, MESH personnel may be authorised to access or process information belonging to our clients or their customers, employees, suppliers and other contacts.

The information involved will depend on the services provided and the access authorised by the client. It may include business correspondence, customer records, appointment details, administrative documents, marketing materials or other operational information.

Where we process personal information on behalf of a client, we will handle it in accordance with the applicable service agreement, authorised instructions and relevant legal requirements.

3. How We Collect Personal Information

We may collect personal information through the following methods:

- Directly from you when you submit our website enquiry form.
- When you contact us by email, telephone, social media or other communication channels.
- During consultations, meetings and service engagements.
- Through job applications, interviews, assessments and onboarding processes.
- From clients who provide information necessary for service delivery.
- From professional references or other third parties where appropriate and legally permitted.
- Automatically through website cookies, analytics and similar technologies, where enabled.
- Through business software and platforms used to manage our services and operations.

Where required by law, we will take reasonable steps to inform you about the collection of your personal information, the purposes for which it is collected and other relevant matters.

4. How We Use Personal Information

MESH Business Hub may use personal information for the following purposes:

- Responding to website enquiries and requests for information.
- Assessing business needs and recommending appropriate services.
- Arranging consultations and preparing proposals or quotations.
- Providing virtual assistant, administrative, marketing, web development and other agreed services.
- Managing client relationships, contracts, billing and service delivery.
- Recruiting, assessing, onboarding and managing employees and contractors.
- Matching suitable virtual assistants to client requirements.
- Coordinating work schedules, timekeeping and operational processes.
- Maintaining business records and improving our services.

- Managing website functionality, analytics and security.
- Sending relevant business communications and marketing materials where permitted.
- Preventing fraud, resolving disputes and addressing complaints.
- Complying with legal, regulatory and contractual obligations.

We will not use personal information for purposes unrelated to the reason it was collected unless permitted by law or with the required consent.

5. Disclosure of Personal Information

We may disclose personal information to third parties where reasonably necessary for our business operations, service delivery or legal obligations.

These parties may include:

- Authorised MESH employees, contractors, virtual assistants and team leaders.
- Clients, where information is required for candidate selection, client assignments, authorised service delivery or other agreed purposes.
- Website hosting, form management and cloud storage providers.
- Email, communication and collaboration platforms.
- Recruitment, onboarding, project management and timekeeping software providers.
- Accounting, payment processing and business administration providers.
- Professional advisers, insurers and auditors.
- Government agencies, regulators, law enforcement bodies or other parties where disclosure is required or authorised by law.

We do not intend to sell personal information to third parties.

Where third-party providers process personal information on our behalf, we take reasonable steps, where applicable, to ensure that appropriate contractual and security arrangements are in place.

Third-party services may also be subject to their own privacy policies and terms.

6. Overseas Disclosure and International Data Handling

MESH Business Hub serves Australian businesses and may engage personnel, contractors and technology providers located in different countries.

Depending on the services provided and the systems used, personal information may be accessed, stored or processed in Australia, the Philippines or other countries where our authorised personnel or service providers operate.

For example, an assigned virtual assistant may need authorised access to a client's business information to perform agreed administrative or operational tasks.

We take reasonable steps, where required by applicable law, to protect personal information handled overseas and to limit access to authorised purposes.

Where Australian privacy law applies, we will take the steps required for relevant overseas disclosures.

7. Data Security

MESH Business Hub takes reasonable steps to protect personal information against misuse, interference, loss, unauthorised access, modification and disclosure.

Depending on the circumstances, these measures may include:

- Restricting access to authorised personnel.
- Using passwords, account permissions and authentication controls.
- Using appropriate business software and cloud-based systems.
- Providing confidentiality and data-handling instructions.
- Applying access controls to client information and work systems.
- Reviewing access when personnel change roles or leave an assignment.
- Maintaining internal procedures for handling personal information.

Although we take reasonable precautions, no electronic transmission or storage method can be guaranteed to be completely secure.

If a data breach occurs, we will assess and respond to it in accordance with applicable legal obligations, including any notification requirements that apply.

8. Data Retention and Deletion

We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected, including service delivery, recruitment, business administration, dispute resolution and compliance with legal obligations.

Retention periods depend on the type of information, the circumstances of collection, contractual requirements and applicable laws.

When personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it, where appropriate and legally permitted.

Information held on behalf of a client may be returned, retained or deleted in accordance with the applicable service agreement and legal requirements.

9. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, analyse website traffic, improve user experience and understand how visitors interact with our content.

These technologies may collect information about your device, browser, pages visited and general website activity.

We may use third-party website analytics or tracking services where enabled. The information collected and how it is processed will depend on the tools in use.

You can manage or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.

Where applicable law requires consent for specific cookies or tracking technologies, we will obtain consent as required.

10. Marketing Communications

MESH Business Hub may send information about our services, offers, business updates and other relevant communications where permitted by law.

We will handle marketing communications in accordance with applicable requirements, including Australia's Spam Act 2003 where applicable.

You may opt out of marketing emails by using the unsubscribe link provided in the message or by contacting us directly.

Opting out of marketing communications will not prevent us from sending essential service-related, transactional or administrative communications where necessary.

Submitting our client enquiry form does not automatically mean that you have agreed to receive ongoing marketing communications where separate consent is required.

11. Accessing and Correcting Personal Information

You may request access to personal information MESH Business Hub holds about you and ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, please contact us using the details in Section 16.

We may need to verify your identity before processing your request. In certain circumstances, we may be unable to provide access or make a requested change where permitted or required by law.

If we cannot fulfil your request, we will explain the reason where legally appropriate.

If the information is held by MESH on behalf of a client, we may refer your request to that client or work with them to respond appropriately.

12. Privacy Complaints

If you have concerns about how MESH Business Hub has collected, used, stored or disclosed your personal information, you may submit a privacy complaint using the contact details in this Privacy Policy.

Please provide details of your concern so that we can investigate it.

We will review the complaint, make reasonable enquiries and respond within a reasonable period. If further time is required, we will inform you where appropriate.

If Australian privacy law applies and you are dissatisfied with our response, you may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Website: <https://www.oaic.gov.au/>

13. Third-Party Websites and Services

Our website may contain links to third-party websites, social media platforms or other online services.

These third parties operate independently of MESH Business Hub and may have their own privacy policies and data-handling practices.

We are not responsible for the privacy practices, content or security of third-party websites. We encourage you to review their privacy policies before providing personal information.

14. Children's Privacy

Our website and services are intended primarily for businesses, professionals, job applicants and adults seeking business support services.

We do not knowingly collect personal information directly from children through our website unless there is a legitimate purpose and the collection is permitted by applicable law.

If you believe a child has provided personal information to us inappropriately, please contact us so that we can assess the matter and take appropriate action.

15. Changes to This Privacy Policy

MESH Business Hub may update this Privacy Policy from time to time to reflect changes in our business operations, services, website functionality, technology providers or legal requirements.

Any updated version will be published on our website with a revised “Last Updated” date.

We encourage visitors and clients to review this page periodically to remain informed about how we handle personal information.

16. Contact Us

If you have questions about this Privacy Policy, wish to request access to or correction of your personal information, or would like to submit a privacy complaint, please contact us.

Business Name: MESH Business Hub

Website: <https://meshbusinesshub.com>

Email: info@meshbusinesshub.com

Please include “**Privacy Enquiry**” in the subject line of your email so that we can direct your request to the appropriate person.

Thank you for trusting MESH Business Hub. We are committed to handling personal information responsibly and treating the privacy of our clients, applicants, team members and website visitors with care and respect.

Your Growth. Our Mission.