

BusinessConnect



Business Connect is a dedicated and personalised NSW Government program that provides trusted advice to help you start or grow your small business.

To be eligible for Business Connect services, you must agree to the following Terms and Conditions.

Terms and Conditions

Definitions

The Department means Service NSW.

You/Customer means any small business owner or operator or individual intending to start a business or who is eligible for, and provided with, any part of the Business Connect service under the Program either through a Service Provider or directly by the Department.

Business Connect service(s) means any advice, events or other support provided to you by a Service Provider or the Department as part of the Business Connect program.

Program means the Business Connect program.

Service Provider means any organisation the Department contracts to provide Business Connect services.

Collecting your information

The Department will collect and retain information you provide in the Department's [online registration system](#).

This includes information you provide when you register for the program, information you provide through evaluation and/or customer satisfaction surveys (sent by the Department or a third party provider) and information Service Providers record in the Department's online registration system, about the support provided and any outcomes resulting from that support.

Confidential business information

Service Providers (including business advisors and presenters) who deliver Business Connect services will use information about your business that you choose to share with them to provide confidential, tailored business advice, information and services to help you start and/ or grow your business.

You do not have to provide any confidential information to the Service Provider if you do not wish to do so however, this may reduce the ability of the Service Provider to fully understand your business and provide you with the most relevant advice or support.

The advice and guidance you receive under the program is confidential between you and the Service Provider delivering support to you as a customer.

The Department can access business or personal information recorded in the online registration system. Under normal circumstances, the Department will not access confidential business information, recorded in the individual customer records (notes). If the Department is legally required to access individual records (notes), the Department will notify the customer prior to accessing the records.



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Evaluation

The Department may disclose your business and personal information to a third party provider engaged to evaluate the quality and effectiveness of the Services. Third party providers engaged by the Department may also contact you for feedback and/or to conduct customer satisfaction surveys.

Your right to Privacy

The Department gives priority to protecting the privacy of your personal information we do this by handling personal information in a responsible manner and in accordance with the information privacy principles outlined in the *Privacy and Personal Information Protection Act 1998 (the Act)*.

The Department will only collect personal information for a lawful purpose which directly relates to our primary function as a NSW Government agency and for obtaining feedback about the effectiveness of Business Connect services. The Department will not collect any more information than is necessary for it to fulfil these functions.

Further information about the collection of personal information can be found in the Department's [privacy collection notice](#).

The Department's privacy policy can be found at <https://www.service.nsw.gov.au/privacy-statement>

Anyone engaged to collect, store or use personal information for the Department will be required to comply with the Information Protection Principles of the Act as part of their terms of engagement.

Liability

The Department accepts no responsibility, and will accept no liability for the accuracy, currency, reliability or correctness of any advice, recommendation or information a Service Provider provides to you in the delivery of Business Connect services.

Customer Contribution Fees

Business Connect services are highly subsidised by the Department however, some services may require a contribution from you to access the services. See more information about [customer contribution fees](#).

If you are required to pay any customer contribution fees, you must pay the fee directly to the Service Provider prior to being provided with Business Connect services, in accordance with the Service Provider's terms of payment.

Contact us

[Contact us](#) in a way that suits you to submit an enquiry, feedback or suggestion.