PSYCHOMETRICS AU

psychometrics.au

Privacy Policy & Terms of Use

This document governs your use of psychometrics.au and the services offered by Psychometrics AU.

Contact: hello@psychometrics.au

ABN: 85 309 557 723

Sole Trader: JULIE KNOX

Last updated: 29TH MAY 2026

PART 1

Privacy Policy

This Privacy Policy explains how Psychometrics AU collects, uses, stores and discloses your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using this website or our services, you agree to the terms of this Privacy Policy.

1. Who We Are

Psychometrics AU is operated by JULIE KNOX (ABN: 85 309 557 723]), trading as Psychometrics AU, a sole trader based in Australia. We are a specialist psychometric assessment platform providing personality, cognitive aptitude, leadership and career assessments to organisations and individuals across Australia.

For any privacy-related questions or requests, please contact us at: hello@psychometrics.au

2. What Is Personal Information?

Personal information is any information or opinion about an identified individual, or an individual who is reasonably identifiable. This includes but is not limited to your name, email address, employer details, and assessment responses.

Some of the information we collect is sensitive information — specifically, psychometric and psychological assessment data such as personality profiles, cognitive aptitude scores, work preferences and career interests. We handle this information with heightened care in accordance with the APPs.

3. What Information We Collect

We may collect the following types of personal information:

From organisations (clients):

- Contact name, job title, organisation name and email address
- Billing contact details (for invoicing purposes)
- Names and email addresses of candidates or team members to be assessed
- Enquiry and communication history

From individuals (self-purchasing users):

- Name, email address and contact details
- Payment reference information (invoicing only — no payment card data is collected directly by us)
- Assessment responses, results and reports

From candidates (individuals completing assessments on behalf of an organisation):

- Name and email address (provided by the commissioning organisation)
- Assessment responses and results
- Psychometric profile data including personality traits, cognitive aptitude scores, work preferences and leadership indicators

From website visitors:

- Contact form submissions including name, email and enquiry details
- Newsletter and email sign-up information
- Website usage data collected automatically via cookies and web beacons (see Section 9)

4. How We Collect Personal Information

We collect personal information:

- Directly from you when you submit a contact form, request a consultation, sign up to our mailing list, or purchase an assessment
- From organisations who provide us with candidate details for the purpose of administering assessments
- Through third-party assessment platforms that administer and score assessments on our behalf (see Section 6)
- Automatically through your use of our website via cookies and analytics tools

If we receive your personal information from a third party (such as an employer or recruiter), we will handle it in accordance with this Privacy Policy.

5. Why We Collect and Use Personal Information

We collect and use personal information for the following purposes:

- To administer and deliver psychometric assessments and provide reports
- To communicate with you about your enquiry, order or assessment
- To send assessment invitations to candidates on behalf of client organisations
- To issue invoices and maintain internal financial records
- To respond to enquiries and provide customer support
- To send newsletters or updates where you have consented to receive them
- To improve our website, services and assessment offerings
- To comply with our legal and regulatory obligations

We will not use your personal information for any other purpose without your consent, unless required or permitted by law.

6. Third-Party Assessment Platforms

The assessments offered on our platform are administered and scored by third-party providers, which may include platforms such as ACER, WPI, Morrisby, Career Magnifier, Blue Sky Career Consulting and Psychometrics Canada. When a candidate or individual completes an assessment, their data is transmitted to and processed by the relevant third-party platform.

These platforms operate under their own privacy policies and data handling terms. By proceeding with an assessment, you acknowledge that your assessment data will be processed by the relevant third-party provider. We encourage you to review the relevant platform's privacy policy prior to completing any assessment.

We select third-party providers that maintain appropriate security and privacy standards. Where we share personal information with these providers, we do so only to the extent necessary to deliver the assessment service.

7. Disclosure of Personal Information

We may disclose personal information to:

- Third-party assessment platforms for the purpose of administering and scoring assessments
- The commissioning organisation (employer, recruiter or HR team) where an assessment has been ordered on behalf of a candidate — organisations receive reports for candidates they have commissioned
- Individual clients who purchase assessments for themselves — individuals receive their own report directly
- Our service providers, including email platforms, CRM systems and website hosting providers, who assist us in operating our business, subject to appropriate confidentiality obligations
- Courts, tribunals, regulatory authorities or law enforcement where required by law, or in connection with legal proceedings
- A successor entity in the event of a business sale or transfer, to the extent permitted by law

We do not sell, rent or trade your personal information to third parties for marketing purposes.

Where we disclose personal information to third parties, we take reasonable steps to ensure those parties handle it consistently with this Privacy Policy and applicable privacy law.

Third parties may be located outside of Australia, including in countries where our assessment platform providers operate. We take reasonable steps to ensure overseas recipients handle your data in a manner consistent with Australian privacy law.

8. Psychometric and Sensitive Information

Psychometric assessment data — including personality profiles, cognitive aptitude results, work preference indicators and leadership assessments — is sensitive information that we handle with particular care.

We collect this data solely for the purpose of generating assessment reports. We do not use assessment results for any purpose beyond report delivery without your express consent.

Where assessments are commissioned by an organisation, the commissioning organisation receives the candidate's report. Candidates should be aware that their results will be shared with the commissioning organisation. Organisations are responsible for advising candidates of this prior to assessment.

Individuals who self-purchase assessments receive their own results directly and their results are not shared with any third party without their consent.

9. Cookies and Website Analytics

Our website may use cookies — small text files stored in your browser — to improve your browsing experience and remember your preferences. Cookies do not identify you personally unless you have provided us with personal information.

We may also use web beacons (clear .gifs) to monitor website usage, count page visits and support website functionality.

You may configure your browser to refuse cookies. Please note that doing so may affect the functionality of some parts of our website.

We may use third-party analytics tools (such as Google Analytics) to understand how visitors use our site. These tools collect anonymised data about website usage and are subject to the privacy policies of the relevant providers.

10. Storage and Security

We are committed to protecting the personal information we hold. We maintain appropriate physical, electronic and administrative safeguards to protect personal information from misuse, loss, unauthorised access, modification and disclosure.

Assessment data is stored and processed by third-party platform providers who maintain their own security infrastructure. We select providers that maintain appropriate security standards.

No data transmission over the internet is completely secure. While we take all reasonable steps to protect your personal information, we cannot guarantee the absolute security of data transmitted to or from our website. Transmission is at your own risk.

11. Your Rights

Access:

You may request access to personal information we hold about you. We will respond within a reasonable time. An administrative fee may apply in certain circumstances as permitted under

the Privacy Act 1988 (Cth). We may decline access where the Privacy Act permits us to do so.

Correction:

If you believe personal information we hold about you is inaccurate, out of date, incomplete or misleading, please contact us. We will take reasonable steps to correct it promptly.

Withdrawal of consent / unsubscribe:

If you have consented to receive marketing emails or newsletters, you may withdraw that consent at any time by contacting us at hello@psychometrics.au or by using the unsubscribe link in any marketing email.

Complaints:

If you believe we have breached the Australian Privacy Principles, please contact us by email at hello@psychometrics.au with details of your complaint. We will investigate and respond in writing within a reasonable time.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Links to Third-Party Websites

Our website may contain links to third-party websites, including assessment platform providers. We are not responsible for the privacy practices of those websites. We encourage you to review the privacy policies of any third-party websites you visit.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated 'Last updated' date. Your continued use of our website following any changes constitutes your acceptance of the revised Privacy Policy. We encourage you to review this page periodically.

PART 2

Terms of Use

These Terms of Use govern your access to and use of the Psychometrics AU website (psychometrics.au) and the services we offer. By accessing our website or using our services, you agree to be bound by these Terms. Please read them carefully.

1. About Us

Psychometrics AU is operated by Julie Knox (ABN: 85 309 557 723), trading as Psychometrics AU, a sole trader based in Australia. References to 'we', 'us' or 'our' in these Terms refer to Psychometrics AU.

We are a specialist psychometric assessment platform. We do not develop the assessments we offer — we source, administer and deliver scientifically validated psychometric tools developed by third-party assessment providers.

2. Acceptance of Terms

By accessing our website or engaging our services, you agree to be bound by these Terms of Use, our Privacy Policy, and any additional terms communicated to you at the time of purchase or engagement. If you do not agree to these Terms, please do not use our website or services.

These Terms apply to all users of our website, including individuals, organisations, HR professionals, recruiters, and candidates completing assessments.

3. Our Services

Psychometrics AU offers online psychometric assessments across the following categories:

- Hiring assessments — cognitive aptitude, personality and behavioural assessments to support recruitment decisions
- Team development assessments — work preference and style tools to support team cohesion and effectiveness
- Leadership assessments — assessments identifying leadership style, potential and development areas
- Individual career assessments — assessments providing self-insight to support career planning and development

Assessments are delivered via secure online links through third-party assessment platforms. We coordinate the administration process and deliver reports to the commissioning party (organisation or individual) within 24 hours of assessment completion, unless otherwise stated.

4. Ordering and Payment

All prices displayed on our website are in Australian dollars (AUD) and are exclusive of GST. GST will be added to your invoice.

Orders are placed via our website or by contacting us directly. Upon receiving your order, we will coordinate the assessment invitation and administration process.

A tax invoice will be issued once the candidate has completed their assessment. Payment may be made by credit card or bank transfer as detailed on the invoice. Payment terms are as stated on the invoice.

For bulk or volume orders, please contact us at hello@psychometrics.au to discuss pricing arrangements.

5. Refunds and Cancellations

Once an assessment invitation has been sent to a candidate or individual, the assessment is considered to have commenced and no refund will be issued.

If an assessment invitation has been issued but not yet opened or commenced by the candidate, please contact us as soon as possible at hello@psychometrics.au and we will consider your request on a case-by-case basis.

We do not offer refunds where a candidate has partially or fully completed an assessment, or where a report has been generated and delivered.

Nothing in these Terms limits or excludes any rights you may have under the Australian Consumer Law.

6. Use of Assessment Results

For organisations:

Assessment reports are provided to assist with hiring, development and leadership decisions. Reports are one source of information among many and should not be the sole basis for employment decisions. We recommend assessment results be interpreted alongside other information such as interviews, work samples and reference checks, and where appropriate, by a qualified practitioner.

For individuals:

Assessment results are provided for personal insight and career planning purposes. Results are not a diagnosis, clinical assessment or guarantee of any particular career outcome.

You must not use assessment reports in a way that breaches applicable anti-discrimination laws, including the Fair Work Act 2009 (Cth), or any relevant state or territory legislation.

7. Candidate Consent and Organisational Responsibility

Organisations that commission assessments are responsible for:

- Informing candidates that they will be required to complete a psychometric assessment as part of a recruitment or development process
- Advising candidates that their results will be shared with the commissioning organisation
- Obtaining any necessary consent from candidates prior to submitting their details to us
- Ensuring their use of assessment results complies with applicable employment and privacy laws

Psychometrics AU accepts no liability for an organisation's failure to properly inform or obtain consent from candidates.

8. Third-Party Assessment Providers

The assessments we offer are developed, hosted and scored by third-party providers (including ACER, WPI, Morrisby, Career Magnifier, Blue Sky Career Consulting and Psychometrics Canada). Accordingly:

- The intellectual property in each assessment instrument belongs to the relevant third-party provider
- Assessment delivery and scoring is subject to the terms and conditions of the relevant provider
- We are not responsible for technical issues arising from third-party platforms, including platform outages, errors in scoring, or changes to assessment content made by the provider
- We will take reasonable steps to resolve any third-party platform issues on your behalf

9. Intellectual Property

All content on the Psychometrics AU website — including text, graphics, logos, page layouts, and assessment descriptions — is owned by or licensed to Psychometrics AU and is protected by Australian intellectual property laws.

You may view and print content from our website for your own personal, non-commercial use. You must not reproduce, distribute, modify, transmit, republish or otherwise exploit any content from our website without our prior written consent.

The intellectual property in individual assessment instruments (including test items, scoring methodologies and norm data) belongs to the respective third-party assessment providers and is subject to their terms.

10. Website Use and Acceptable Conduct

You agree to use our website and services only for lawful purposes and in a manner consistent with these Terms. You must not:

- Use our website in any way that violates applicable law or regulation
- Attempt to gain unauthorised access to any part of our website or its underlying systems
- Transmit any material that is unlawful, harmful, defamatory, offensive or that infringes any third party's rights
- Impersonate any person or organisation, or misrepresent your affiliation with any person or organisation
- Interfere with or disrupt the integrity or performance of our website
- Attempt to complete an assessment on behalf of another person, or assist another person in doing so dishonestly

11. Disclaimer of Warranties

Our website and services are provided 'as is' and 'as available'. To the maximum extent permitted by law, we make no warranties or representations, express or implied, regarding:

- The accuracy, completeness or suitability of information on our website
- The uninterrupted or error-free operation of our website
- The fitness of any assessment for a particular purpose or role
- Outcomes arising from use of assessment results

Nothing in these Terms excludes any consumer guarantees or rights under the Australian Consumer Law that cannot lawfully be excluded.

12. Limitation of Liability

To the maximum extent permitted by law, Psychometrics AU's liability to you for any loss or damage arising from your use of our website or services — whether in contract, tort (including negligence), or otherwise — is limited to the amount you paid us for the relevant assessment.

We exclude liability for indirect, consequential, special or incidental loss or damage, including loss of profit, loss of revenue, or loss of business opportunity.

We are not liable for any loss or damage arising from your reliance on assessment results, or from an organisation's decisions made based on assessment reports.

Nothing in these Terms limits or excludes liability that cannot lawfully be limited or excluded under the Australian Consumer Law or any other applicable legislation.

13. Privacy

Our collection, use and disclosure of personal information is governed by our Privacy Policy (Part 1 of this document), which forms part of these Terms of Use. By using our website or services, you agree to the terms of our Privacy Policy.

14. Links to External Websites

Our website may contain links to third-party websites, including the websites of assessment platform providers. These links are provided for convenience only. We do not endorse, and are not responsible for, the content or practices of any third-party websites. Your use of third-party websites is subject to their own terms and conditions.

15. Amendments

We may update these Terms of Use at any time at our sole discretion. Changes will be published on this page with an updated 'Last updated' date. Your continued use of our website or services following any changes constitutes your acceptance of the revised Terms. We encourage you to review these Terms periodically.

16. Governing Law

These Terms of Use are governed by and construed in accordance with the laws of New South Wales, Australia. You submit to the exclusive jurisdiction of the courts of New South Wales in respect of any dispute arising from these Terms.

17. Contact Us

For questions about these Terms of Use or our Privacy Policy, please contact us:

Psychometrics AU
Julie Knox, Sole Trader
ABN: 85 309 557 723
hello@psychometrics.au
psychometrics.au

Last updated: 29th May 2026

© 2026 Psychometrics AU. All rights reserved.