

Privacy Policy

Privacy: Pilbara Resumes knows that you care how information about you is used and shared, and we appreciate your trust that confidentiality is maintained both vigilantly and sensibly. This notice describes our privacy policy. By visiting <http://www.pilbararesumes.com>, you are accepting the practices described in this Privacy Policy.

Personal Information: The information collected from clients is required in order to provide a personalised resume service and to improve our services.

Pilbara Resumes receives and store the information you enter on this website or provide to our staff in any other way. If you choose not to provide certain information this may affect the level of service you receive.

By collecting client contact information (such as email address, phone numbers, etc), and demographic information (including postcode, address, employment history and education), the contact information is only used to send document orders to our client.

Online information will only be used to respond directly to the client's request and will not be used for any other purpose. We do not collect personally identifiable offline contact information nor do we publicly post or distribute to third parties any personally identifiable information, unless you request this.

Links: This website contains links to other sites. Please be aware that Pilbara Resumes is not responsible for the accuracy or the privacy practices of other such sites. We encourage our clients to be aware that when they leave our site, they should read the privacy statements of each and every website that collects identifiable personal information. This privacy statement applies solely to information collected on this website.

Terms & Conditions

Documentation: All documentation will be produced in electronic format for the client. Printed copies will not be sent unless by prior arrangement and payment. If a printed copy is required please be sure to request this in writing at the time of the initial consultation.

Draft and Review Process: All documents are developed based on the information provided by the client. It is not the responsibility of Pilbara Resumes to check the accuracy of any of the information provided to us. Once a draft has been created it is sent to the client for review. This is the client's opportunity to check that all the information has been accurately transferred from the information provided. It is the client's responsibility to ensure that all phone numbers, names, dates and other content is accurate before sign off. Pilbara Resumes cannot be held accountable for any inaccuracies within any resumes, cover letters, or selection criteria after it have been reviewed by the client. If the client does not send the document back after review within a reasonable time period (two weeks) it will be assumed that the client has signed off the document as correct.

If the Client signs off on a document and later discovers an error, a standard editing charge of \$30 per document will apply.

Completion Deadline: The client is advised that failure to respond within 14 days of the receipt of the 1st draft will be considered as a termination of the order contract and no further work will be performed on his or her behalf.

Pilbara Resumes requires that orders be completed within one month from the order booking. After four weeks, if the client fails to request an extension of time we will consider the assignment finished. Further consultation time or revisions will be subject to further charges.

Intellectual Property Rights: All documentation completed by Pilbara Resumes remains the intellectual property of Pilbara Resumes. Clients are permitted to reproduce additional copies via facsimile, scanner, printer or photocopier, and can alter their own documents for the purpose of obtaining a job. They are not permitted to transfer ownership to another person or permit them to use the document as a template.

If a Client wishes to review or make corrections to their contact information, they can do so at any time. If you require our assistance, a minimal charge will be incurred.

Liability Disclaimer: Pilbara Resumes cannot guarantee interviews or job placements. A well written resume, cover letter and/or selection criteria will be an advantage nevertheless the client needs to put effort into their job seeking and ensure that applications for vacancies suit their qualifications and skills. The job market is competitive (external factors such as local and national economies, market saturation for particular industries, employer perceptions, personal preferences or stronger candidates) and guarantee of an interview or job placement is outside the responsibility of Pilbara Resumes.

It is the client's responsibility to ensure that all the information that is provided to Pilbara Resumes is accurate and true. You as the client must provide us with as much information as possible to ensure that you receive value for money and the best outcome possible.

Pilbara Resumes does not verify any of the information, and will assume that the client has provided accurate information for the process. Pilbara Resumes cannot be held liable for any misrepresentation the resume may contribute to as a result of misleading information contained within.

Confidentiality: The client's names, addresses and other contact details will not be made available to anyone outside of Pilbara Resumes and work will not be reproduced for public view without the consent of the client.

Pilbara Resumes will retain copies of the work completed on behalf of our clients and any client is free to contact us anytime via marlene@pilbararesumes.com to request a copy of their documents, on the next available business day.

Payment: Confirmation of requested services requires full payment to be made before work commences, either through internet banking, paypal or direct deposit.

Refunds: By commissioning work by Pilbara Resumes, the client acknowledges that fees are for a personalised service and as such are non-refundable. If a client decides to discontinue use of the service they have commissioned for any reason the client will be billed for the amount of time spent on their order prior and up to the time of cancellation.

Document Revision and Approval: Upon emailing completed documents to client (in MS Word and PDF formats) for review and approval, Pilbara Resumes will not be responsible for any spelling or grammar mistakes once confirmation of final approval is made. We will make any changes within two weeks of the final draft.

Conditions of Use and Revisions: Use of this website is subject to the Terms & Conditions. Any concerns should be addressed to marlene@pilbararesumes.com

The Privacy Policy and the Terms & Conditions may change from time to time. Clients should check this website frequently to update on any recent changes. Unless stated otherwise, the current Privacy Policy applies to all information that we have about you and your account.