

ImproveMe.com.au Pty Ltd Privacy Policy

1. Background

- 1.1. ImproveMe.com.au Pty Ltd (ACN 607 094 762) (**'ImproveMe.com.au'**) is committed to ensuring your privacy through compliance with the *Privacy Act 1988* (Cth) (**'Privacy Act'**) and the Australian Privacy Principles (**'APPs'**).
- 1.2. This Privacy Policy (the **'Policy'**) applies to all personal information collected by ImproveMe.com.au via the website located at www.improveme.com.au (the **'Site'**) and all its applicable sub-domains or domains.
- 1.3. Your privacy is very important to us. For that reason, please read the following details carefully and contact ImproveMe.com.au if you have any questions.

2. What personal information is collected?

- 2.1. ImproveMe.com.au, in the course of conducting its business, collects your registration information (including, amongst other things, names, dates of birth, email addresses, mailing and residential addresses, mobile phone numbers, home phone numbers and occupation), your assessment results and any communications you have with ImproveMe.com.au.
- 2.2. ImproveMe.com.au may also collect cookies from your computer, which tells ImproveMe.com.au when you visit and use the Site.
- 2.3. ImproveMe.com.au only collects personal information that is reasonably necessary for one or more of ImproveMe.com.au's functions or activities.
- 2.4. ImproveMe.com.au does not collect or store any credit or debit card details. Any credit or debit card details used to pay for the ImproveMe.com.au services are collected and stored by Macquarie Bank. You should review Macquarie Bank's [Terms of Use](#) and [Privacy Policy](#) to ensure you are satisfied with the terms and conditions contained therein before providing your credit or debit card details.
- 2.5. ImproveMe.com.au only collects sensitive information¹ if it is reasonably necessary for ImproveMe.com.au functions or activities, or an exception applies under the Privacy Act and the individual to whom the information relates has given their express consent to the collection.
- 2.6. You can choose not to provide certain information, however, if you do not provide ImproveMe.com.au with certain types of personal information, you may not be able to have full enjoyment of the Site and the services offered thereon.

3. How is personal information collected?

- 3.1. Collection of personal information by ImproveMe.com.au is only done by lawful and fair means.
- 3.2. ImproveMe.com.au collects personal information about an individual directly from that individual or, where a third party has paid for the individual to use the ImproveMe.com.au services, that third party.

¹ Sensitive Information includes information about an individual's mental health, disability, racial or ethnic origin, criminal convictions, religious affiliation and political affiliation.



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3.3. ImproveMe.com.au will collect your personal information when you:

- a) send us an enquiry or provide us with feedback;
- b) use the services;
- c) provide information via the Site;
- d) submit content via the Site; or
- e) enter a competition or complete a survey.

3.4. ImproveMe.com.au will always take reasonable steps to ensure individuals are aware of (amongst other things) the facts and circumstances of collection, the purpose of collection and information about this Policy.

4. How is personal information used by ImproveMe.com.au and under what circumstances will it be disclosed?

4.1. ImproveMe.com.au will only use or disclose personal information for the purpose of providing you the ImproveMe.com.au services (including providing the assessment and assessment feedback), undertaking research and statistical analysis, developing or seeking to deliver other services, responding to your queries, providing administrative functions, generally communicating with you and as required or authorised by law.

4.2. From time to time, ImproveMe.com.au may use your aggregate data to provide insights into the success of our services across industries or market segments. This will not include any:

- a) individual or personal information; or
- b) decipherable business information that can be traced back to you;

4.3. Where ImproveMe.com.au uses personal information other than for the purpose for which it was collected, ImproveMe.com.au does so in accordance with the Privacy Act and APP 6.

4.4. ImproveMe.com.au will only disclose your personal information if required by court order or law or to the following third parties:

- a) any third party who has engaged us to provide you the ImproveMe.com.au services (e.g. a Sporting Association who has paid for you to complete the assessment as part of a Group of individuals);
- b) service providers who assist it in operating the Site and who provide other information technology and network services but we will never disclose your personal information to an unrelated third party, unless you have given your consent to such a disclosure; or
- c) contacts, such as potential employers or recruiters, within your recommended industry for the purposes of introducing you to same.

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5. Direct Marketing

- 5.1. ImproveMe.com.au may engage in direct marketing of its services from time to time.
- 5.2. ImproveMe.com.au only uses personal information for direct marketing in circumstances where ImproveMe.com.au has collected the information directly from the individual and that individual reasonably expects to receive direct marketing material from ImproveMe.com.au (for example, where an individual has signed up to receive direct marketing material from ImproveMe.com.au).
- 5.3. ImproveMe.com.au offers all individuals the opportunity to unsubscribe from receiving direct marketing communications.

6. Access to and accuracy of personal information

- 6.1. ImproveMe.com.au takes all reasonable steps to ensure that the personal information it collects, uses and/or discloses is accurate, complete, up to date and relevant.
- 6.2. You have the right to ensure that your personal information which is held by ImproveMe.com.au is accurate. To make a request to access and/or correct your personal information, including reporting information collected through assessments please contact ImproveMe.com.au's Privacy Officer using the contact details provided below.
- 6.3. While ImproveMe.com.au will always endeavour to give access to personal information free of charge, ImproveMe.com.au reserves the right to charge individuals for access to personal information to cover costs associated with:
 - a) searching for, locating and retrieving personal information and deciding which information to provide to the individual;
 - b) using an intermediary; and
 - c) reproducing and sending the information.
- 6.4. ImproveMe.com.au is entitled to refuse to give access to personal information in certain circumstances. For further information, please contact ImproveMe.com.au's Privacy Officer using the contact details provided below.

7. How secure is your personal information?

- 7.1. ImproveMe.com.au takes all reasonable steps to ensure that information held by ImproveMe.com.au is safe and secure, and that it is protected from misuse, loss, unauthorised access, modification and disclosure.
- 7.2. Security measures taken by ImproveMe.com.au to protect your personal information include storage of all personal information through Secure Sockets Layer software and security restrictions on access to ImproveMe.com.au's computer systems.
- 7.3. While ImproveMe.com.au will take all reasonable steps to protect your personal information, given the insecure nature of the Internet, ImproveMe.com.au cannot guarantee the security of personal information you disclose via the Internet and any such disclosure is at your own risk.

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8. Destruction and de-identification of personal information

- 8.1. ImproveMe.com.au will take reasonable steps to de-identify or destroy personal information when it is no longer needed by ImproveMe.com.au, except where the information forms part of a Commonwealth record or ImproveMe.com.au is required, by law or a court/tribunal order, to retain the information.

9. Anonymity and pseudonymity

- 9.1. Individuals have the option of dealing anonymously or by pseudonym with ImproveMe.com.au unless it is impracticable to do so or ImproveMe.com.au is required, by law or a court or tribunal order, to deal with identified individuals.

10. Changes to the Policy

- 10.1. ImproveMe.com.au reserves the right to amend this Policy from time to time. Changes will be posted on the Site.
- 10.2. You should regularly check the Site to see if there have been any recent changes.

11. Complaints

- 11.1. If you believe there has been a breach of the APPs or an APP Code, please contact ImproveMe.com.au's Privacy Officer using the details provided below.
- 11.2. ImproveMe.com.au takes privacy complaints very seriously. If you make a complaint, ImproveMe.com.au will respond within (5) calendar days to advise you who is responsible for managing your complaint. ImproveMe.com.au will try to resolve your complaint within ten (10) calendar days. When this is not possible, ImproveMe.com.au will contact you within that time to let you know how long ImproveMe.com.au will take to resolve your complaint.
- 11.3. ImproveMe.com.au will investigate your complaint and, where necessary, consult with third parties about your complaint. ImproveMe.com.au will make a decision about your complaint and write to you to explain your decision.
- 11.4. Individuals can also complain directly to the Office of the Australian Privacy Commissioner. Details about how to file a complaint can be found at www.oaic.gov.au or by calling 1300 363 992.

12. Contact ImproveMe.com.au

- 12.1. All queries and complaints should be directed to the ImproveMe.com.au Privacy Officer, whose details are as follows:

Contact Name: The Privacy Officer

Email: admin@ImproveMe.com.au