

## **Certify Online Privacy Policy**

Certify Online Pty Ltd ABN 82 602 693 658 ("Certify", "we", "our" or "us") has implemented this Privacy Policy to provide users of our website and our Certify Online Web Portal ("website"), and our other services ("you" or "your") with information about how we collect, store and use the personal information you provide to us. We may obtain information from you through your use of our website, from your application for our services or in the course of providing you with services.

Certify is related to other companies (related bodies corporate) and this Privacy Policy applies if your personal information is dealt with by those related companies. A reference in this Privacy Policy to "we", "our" or "us" also refers to our related companies.

We may review and update this Privacy Policy from time to time to take account of new laws and technology. All personal information held by us will be governed by the most up-to-date version of this Privacy Policy posted on our website.

### **What personal information do we collect?**

Personal information collected by us may include the following:

- name, postal and email address
- Australian Business Number
- date of birth
- contact details including telephone numbers (landline and mobile)
- gender
- occupation and employment details

In most cases we will collect this information from you directly.

### **How is your personal information used?**

We collect and use personal information you provide about yourself to record appropriate details for supplying you with services and information about our company, and also so that we may:

- administer our customer relationships, including providing you with services
- provide you with information about products and services you may be interested in from us and our business partners
- review and assess our products and services
- collect and analyse information for marketing and research purposes
- assist customers by providing them with information and support
- share your personal information with our related bodies corporate, business partners and selected third parties
- personalise and customise your experiences with our website
- provide you with ongoing information that we believe you may be interested in receiving
- communicate with you
- manage our accounts

You consent to us using your personal information in the above ways and for sending you information about our products and services, as well as the products and services of our related bodies corporate and third parties, now and in the future. You also consent to us contacting you and sending you such information by means of direct mail, email, SMS and MMS messages. You can contact us using the contact details listed below if you do not want to receive marketing information from us.

The nature of the Internet means that some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if our related bodies corporate are overseas, if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage, and processing of your personal information in an overseas country.

We do not otherwise disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us
- required or authorised by law
- made with your consent

### **The use of cookie technology**

A 'cookie' is a packet of information placed on a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or browsing patterns. Cookies may be used on our website for the following purposes:

- Monitoring website traffic – cookies may be used to gather information about how people are using our website, including time of visit, pages visited, and some system information about the type of computer they are using. We use this information to enhance the content and services offered on our website.
- Manage advertising – cookies are sometimes used to collect information about what pages you visit and the type of software you are using. If you access our website or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive.

Cookies may also be used for other purposes on our website but in each case none of the information collected can be used to personally identify you.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites then you may not be able to gain access to all of the content and facilities in those websites.

### **Updating and accessing your personal information**

We take all reasonable steps to ensure that any information we collect and use is accurate, complete and up-to-date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested, and properly update the information to us to keep it true, accurate, current and complete.

Please contact us if you believe that the information is inaccurate or incomplete, and we will use all reasonable effort to correct the information.

You can also contact us to request access to your personal information. In ordinary circumstances we will give you full access to your personal information. However, there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why.

### **Contact us about privacy**

If you have any questions or would like further information about our privacy and information handling practices, please contact us by email at [compliance@certifyonline.com.au](mailto:compliance@certifyonline.com.au).