

Privacy Policy

Effective Starting: 24th of March 2021



Policy	3
What is Personal Information and why do we collect it?	3
Sensitive Information	3
Third Parties	3
Disclosure of Personal Information	4
Direct Marketing	4
Cross-Border Disclosure	4
Security of Personal Information	4
Destruction	5
Access to your Personal Information	5
Maintaining the Quality of your Personal Information	5
Policy Updates	5
Privacy Policy Complaints and Enquiries	5

Policy

iter8 is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including correspondence, by telephone and by email, via our website <http://iter8.com.au>, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In

such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Examples of our third party agents or contractors include:

- mail distribution providers;
- secure data storage providers;
- information technology service providers;
- accountants, lawyers and other professional advisors.

We will not sell or provide your information to a third party for the purposes of direct marketing without your informed consent.

Direct Marketing

Direct marketing is the promotion of goods and services directly to you including through emails, SMS, phone calls and the post. We will only send you direct marketing materials if you would reasonably expect to receive them, or you have consented. If it is impractical to gain your consent, we will always provide a simple and easy means for you to request not to receive the material.

Cross-Border Disclosure

Our preference is to use third party service providers who are based in Australia, however we may use overseas service providers to process your personal information if we reasonably believe that the overseas entity is subject to the same or similar privacy laws to those found in Australia, or you have otherwise consented to us disclosing your personal information to the overseas entity.

These countries are likely to be either the United States of America, Singapore, Japan, or to be part of the European Union.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

While we take all reasonable steps to ensure that your personal information is protected from misuse, interference or loss, no method of transmission over the internet, or method of electronic storage, is 100% secure. If a data breach occurs, and there is a real risk of harm to you as a result of such breach, we will notify you as soon as possible.

Destruction

When we no longer need your personal information for a permitted purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified.

However, if the Personal Information is or will be stored in client files, which may be kept by us for up to 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

iter8 will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website at <http://iter8.com.au>.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us to discuss your concerns at:

Level 2, 696 Bourke St
Melbourne 3000
e: legal@iter8.com.au
p: (03) 8658 2124

Additionally, if your complaint is not satisfactorily resolved, you can contact the Office of the Australian Information Commissioner directly via phone at:

1300 363 992
Tue/Wed/Thu

10am to 4pm AEDT

Or via their other contact methods located at: <https://www.oaic.gov.au/about-us/contact-us>