

Privacy Policy

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website (**Site**).

In this Privacy Policy, **we, us** or **our** means Broken to Brilliant Limited ABN 636 095 919 97.

We respect the privacy of the personal information in our care. Personal information means information which identifies you as an individual or from which you can be reasonably identified.

When we collect, store and use your personal information, we do so in accordance with the rules set down in the Australian *Privacy Act 1988* (Cth).

We do not sell information about you.

1. Personal information

1.1. The types of personal information we may collect about you include:

- a) your first and last name;
- b) your contact details, which may include your email address, mailing address, street address and/or telephone number;
- c) your age and/or date of birth;
- d) your demographic information, such as postcode and gender;
- e) information you provide to us through surveys, including feedback on our programs; and
- f) testimonials you may write for us following completion of one of our programs.
- g) your preferences and/or opinions;
- h) information about your access and use of our Site, including through the use of Internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider;

- i) additional personal information that you provide to us, directly or indirectly, through your use of our Site, associated applications, associated social media platforms and/or accounts from which you permit us to collect information;
- j) and any other personal information requested by us and/or provided by you or a third party.

1.2. We may collect these types of personal information directly from you or from third parties.

2. Collection and use of personal information

2.1. We may collect, hold, use and disclose personal information for the following purposes:

- a) to enable you to access and use our Site, associated applications and associated social media platforms;
- b) to contact and communicate with you;
- c) to provide you with access to, and information on, our services and programs;
- d) to help us evaluate our services and programs;
- e) to help you participate in any of our programs that you have expressed interest in;
- f) for internal record keeping and administrative purposes;
- g) for analytics, market research and business development, including to operate and improve our Site, associated applications and associated social media platforms; and
- h) to comply with our legal obligations and resolve any disputes that we may have.

3. Disclosure of personal information to third parties

3.1. We disclose personal information in limited circumstances, primarily to facilitate the provision of services and programs to you.

3.2. We may disclose personal information to:

- a) third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, maintenance or problem-solving providers;
- b) our employees, contractors and/or related entities;
- c) anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- d) courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; and
- e) third parties to collect and process website data, such as Google Analytics or other relevant businesses. This may include parties that store data outside of Australia.

3.3. We may also provide information to bodies which provide us with grants to support our programs, such as statistics on the number of individuals who participated, and the age range of participants. We do not provide specific personal information to these bodies.

3.4. Where we disclose your personal information to third parties, we will request that the third party handle your personal information in accordance with this Privacy Policy.

3.5. By providing us with personal information, you consent to the disclosure of your personal information to third parties who reside outside Australia and acknowledge that we are not required to ensure that those third parties comply with Australian privacy laws.

4. How we treat personal information that is also sensitive information

4.1. Sensitive information is a sub-set of personal information that is given a higher level of protection under the Australian Privacy Principles. **Sensitive information** means information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional associations or

memberships, philosophical beliefs, sexual orientation or practices, criminal records, health information or biometric information.

- 4.2.** The type of sensitive information we may collect about you includes:
- a) information about your personal circumstances which may include information about your family and past experiences involving domestic violence; and
 - b) information pertaining to the reasons you are contacting us.
- 4.3.** We will not collect sensitive information about you without first obtaining your consent.
- 4.4.** Provided you consent, your sensitive information may only be used and disclosed for purposes relating to the primary purpose for which the sensitive information was collected, including:
- a) providing services for a purpose that is directly related to the primary purpose for which the sensitive information was collected;
 - b) referring you to medical or health service providers in circumstances where it is impractical for us to obtain your consent.
- 4.5.** Sensitive information may also be used or disclosed if required or authorised by law.

Your rights and controlling your personal information

5. Choice and consent:

- 5.1.** Please read this Privacy Policy carefully. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of this Site or the products and/or services offered on or through it.

6. Information from third parties:

- 6.1.** If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal

information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

7. Restrict:

7.1. You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below.

8. Access:

8.1. You may request details of the personal information that we hold about you. An administrative fee may be payable for the provision of such information. In certain circumstances, as set out in the *Privacy Act 1988* (Cth), we may refuse to provide you with personal information that we hold about you.

9. Correction:

9.1. If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the details below. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading or out of date.

10. Complaints:

10.1. If you wish to make a complaint about our handling of your sensitive or personal information, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint. If you are not satisfied with our response, please let us know and we will investigate further and respond to you. If you are still not satisfied, you can contact the Office of the Australian Information Commissioner, whose contact details are set out below.

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

11. Unsubscribe:

11.1. To unsubscribe from our e-mail database or opt-out of communications (including marketing communications), please contact us using the details below or opt-out using the opt-out facilities provided in the communication.

12. Storage and security

12.1. We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

12.2. We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

13. Cookies and web beacons

13.1. We may use cookies on our Site from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you

choose to provide our Site with personal information, this information may be linked to the data stored in the cookie.

- 13.2.** We may use web beacons on our Site from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

14. Links to other websites

- 14.1.** Our Site may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

15. Amendments

- 15.1.** We may, at any time and at our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on our Site. We recommend you check our Site regularly to ensure you are aware of our current Privacy Policy.

For any questions or notices, please contact our Privacy Officer at:

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PO Box 59

Strathpine Centre Qld 4500

Email: contact@brokentobrilliant.org

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