

Core Integrity Privacy Statement

Introduction

One of the key values of Core Integrity is to do what's right. That means protecting and respecting your privacy. Set out below is our privacy statement regarding how we handle your and others' personal information. Please note that this statement does not apply to personal information that is collected by us that is exempt under the *Privacy Act 1988* (like employment records).

Changes to the Privacy Statement

Sometimes we may need to change, modify, or amend this Statement. This could be due to reasons, such as a change to the relevant laws and regulations regarding privacy. It also ensures that we as a business continue to maintain the most up-to-date and best practices regarding the protection of personal information.

When we make changes to this Statement it will be reflected on our website (www.coreintegrity.com.au).

How we collect personal information

Most of the personal information we collect comes directly from you. This could be through information you provide via our website, correspondence you send us, engaging our services as well as what you tell us over the phone or in meetings.

Some of the other ways we collect personal information are as follows:

- from clients that have engaged us to provide services to them.
- from questionnaires or when you subscribe to publications.
- through publicly available records.
- through business operations / activities that we conduct; and
- through other third parties that we engage with.

What personal information we collect

There are a number of different types of personal information that we collect through the abovementioned means and personal information we collect can take different forms. Below is a list of the most common types of personal information that may be collected (it is not an exhaustive list):

- names, job titles, contact details and address details.
- tax file numbers.

- date of birth, ethnic origin and gender.
- criminal records and health information;
- educational qualifications, employment history, salary, professional memberships, and referee reports.
- visa and work permit status.
- bank account details, shareholder, and investment details.
- your internet protocol (IP) address; and
- personal information about your spouse, partner and/or dependents.

If we are provided your personal information by a client, we always take reasonable steps to ensure that the client has complied with the applicable privacy laws.

Likewise, you should only provide us with someone else's personal information if you have the authority or consent to do so. If it is reasonable to do so, you should also inform them of this Privacy Statement, so they are aware of how we will deal with their personal information.

Why we collect personal information

The main reason we collect personal information is to be able to provide professional services to our clients. It also allows us to maintain contact with our clients and others and keep them informed of our services, developments in the industry and to get feedback so we can provide the best possible services. Some of the other common reasons we collect personal information are to:

- conduct surveys.
- respond to requests or queries.
- verify a person's identification.
- to conduct recruitment activities.
- manage any conflicts of interest.
- meet regulatory and other legal obligations.
- be able to perform administrative functions.
- perform internal statistical analysis; and
- fulfil other business-related purposes.

If for any reason you do not feel comfortable providing your personal information, then you can elect to not share it. The choice is yours, however any information you share will be treated accordingly and in line with this privacy statement,

How we store personal information

We store personal information in both hard copy and electronic format. To ensure that the personal information we have is as secure as possible we employ several measures. These measures include physical security, cyber and information technology protection, and managerial processes to keep the personal information safe.

When we disclose personal information to third parties

Sometimes, to ensure that we can provide the best service (and sometimes for other administrative reasons), we need to disclose personal information that we collect to third parties. This could include third parties that are based outside of Australia. To put you at ease, we still take accountability for how the third party handles your personal information. We do this by ensuring that they have adequate measures to collect, store and use your personal information safely and lawfully. Some of the types of third parties we may disclose personal information to include:

- our employees and insurers.
- agents, contractors, subcontractors, and external service providers.
- if you are an employee, agent, supplier, contractor, etc of our client, to that client; and
- Government and Regulatory bodies.

Direct Marketing

Because we believe in protecting and maintaining your privacy we will never sell your personal information to a marketing company. We may sometimes contact you directly to inform you about our service offerings. This could be through email, telephone, post, or SMS.

If you do not wish to be contacted by us, simply send an email to contactus@coreintegrity.com.au and we will remove you from any contact lists relating to the marketing of our services.

Using our website and social media sites

When you visit our website <https://www.coreintegrity.com.au/> we may collect certain personal information which includes your browser type, operating system, IP address, etc.

To make sure your experience is the best it can be, we may also use cookies and web beacons on our website. Cookies are very small files which a website uses to identify you when you come back to the website and store details about your use of the site. Web beacons are small image files that collect certain information from your computer, such as an IP address, the time the content was viewed, a browser type and the existence of cookies previously set by the same server.

You can choose whether to accept cookies via your browser's settings. You may also delete cookies from your device at any time. However, if you do not accept cookies you may not be able to fully experience our website.

Our website may have social media applications that allow you to share various items. Please remember when sharing that any personal information you share via a social media application may be collected by other members and that we do not have control over, or responsibility for, how those members store, use or disclose your personal information. This includes any links on our website to third party websites.

Protecting the privacy of children

We take the protection of children's privacy very seriously and will at all times adhere to the Australian Privacy Laws relating to the collection of personal information of children. For clarity, our services and any related advertising or marketing activities are not intended for children or any person under the age of 18.

Accessing your personal information

If you wish to view any personal information of yours that we have, you are welcome to request details in accordance with the *Privacy Act 1988*. This can be done in writing to our Privacy Officer and we may be required to charge a small fee to provide the information to you. Please note that we may limit your access to the personal information subject to exceptions permitted or required by law. The details of our Privacy Officer are:

Name: Darren Murphy
Position: Managing Director
Email: contactus@coreintegrity.com.au

How to update your personal information

If you believe or know that your personal information is inaccurate, not up-to-date, incomplete, irrelevant, or misleading, please let our Privacy Officer know in writing (details above). This will allow us to take steps to correct the error in accordance with the *Privacy Act 1988*.

Complaints

If you have a complaint or query with how we have handled your personal information, please inform our Privacy Officer in writing. Please make sure to include as many details as possible to ensure that we can properly and efficiently address your query or complaint.

If you are not satisfied with the outcome of a query or complaint you had, you can refer your complaint to the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

1300 363 992

www.oaic.gov.au