



COR INFINITUS LTD

ABN 416 5025 2501

PRIVACY POLICY

Your privacy is important

This statement outlines **Cor Infinitus LTD**'s policy on how **Cor Infinitus LTD** uses and manages personal information provided to or collected by it.

Cor Infinitus LTD is bound by the Australian Privacy Principles (APP) contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The APPs establish how Cor Infinitus LTD may collect, use, disclose and store Personal Information and how individuals may access and correct Personal Information which Cor Infinitus LTD holds about them.

This Policy is not exhaustive and where the Policy does not cover a particular set of circumstances Cor Infinitus LTD will act in accordance with the Privacy Act, the APPs and any specific guidelines that may apply to Cor Infinitus LTD.

Cor Infinitus LTD may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to **Cor Infinitus LTD** operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does *Cor Infinitus LTD* collect and how is it collected?

The type of information **Cor Infinitus LTD** collects and holds includes (but is not limited to) personal information, about:

- Personal contact details including postal address, email address and phone numbers.
- Business Personal contact details including postal address, email address and phone numbers.

Cor Infinitus does not store any sensitive information as defined by the Act.

Personal Information you provide:

Cor Infinitus LTD will generally collect personal information held about an individual by way of: *phone calls, forms, meetings and purchases*. You do have the right to seek to



deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances **Cor Infinitus LTD** may be provided with personal information about an individual from a third party, for example a referral from an aligned charity organisation. Such information will be treated in accordance with this Policy.

How will *Cor Infinitus LTD* use the personal information you provide?

Cor Infinitus LTD will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, **Cor Infinitus LTD** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented. This material will also contain an opt out.

Volunteers:

Cor Infinitus LTD also obtains personal information about volunteers who assist **Cor Infinitus LTD** in its functions or conduct associated activities, such as to enable **Cor Infinitus LTD** and the volunteers to work together.:

Personal information held by **Cor Infinitus LTD** may be disclosed to an organisation that assists in the Cor Infinitus's fundraising. If Cor Infinitus does disclose any information to a marketing or fundraising organisation, then it is only the information to which you have provided consent and its use is limited to the purpose to which you consented.

Who might *Cor Infinitus LTD* disclose personal information to?

Cor Infinitus LTD may disclose personal information, including sensitive information, held about an individual to:

- government departments (if required by law);
- people providing services to **Cor Infinitus LTD**; and
- anyone you authorise **Cor Infinitus LTD** to disclose information to.



Sending information overseas:

Cor Infinitus LTD's web provider may store and process Personal Information in the USA, Europe, Israel, or other jurisdictions, whether by themselves or with the help of their affiliates and service providers.

By submitting your personal information to us, you expressly consent to the disclosure, transfer, storage or processing of your personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia may not have the same privacy protection obligations as Australia in relation to personal information. If your personal information is mishandled in any jurisdiction, we disclaim responsibility, and you will not have a remedy under Australian law.

Management and security of personal information

Cor Infinitus's staff are required to respect the confidentiality of personal information and the privacy of individuals.

Cor Infinitus LTD has in place steps to protect the personal information **Cor Infinitus LTD** holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records, passworded access and two step authentication rights to computerised records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

When you use our website, certain essential cookies for website functionality will be active to maintain the continuity of your browsing session and remember your details when you return. You have the choice to enable additional cookies that assist our marketing, analytical and functional purposes.

You have the right to check what personal information **Cor Infinitus LTD** holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which **Cor Infinitus LTD** holds about them and to advise **Cor Infinitus LTD** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information **Cor Infinitus LTD** holds about you, please contact the organisation through the website

Cor Infinitus LTD may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction.



How long will *Cor Infinitus LTD* keep my information?

If you elect to not have your personal information retained by Cor Infinitus, then under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. If you have provided consent, then your personal information will be retained for marketing purposes.

Enquiries and privacy complaints

If you have any concerns, complaints, you think there has been a breach of privacy, or if you would like further information about the way ***Cor Infinitus LTD*** manages the personal information it holds, please contact us at assistance@corinfinitus.org.

If we then have not dealt satisfactorily with your concerns, we will meet with you to discuss them further.

If you are not satisfied with our response to a complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666