

## Privacy Policy

This policy outlines how we manage your Personal Information.

We've adopted the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). These principles govern the way we collect, use, disclose, store, secure and dispose of your Personal Information.

You can find a copy of the Australian Privacy Principles on the website of The Office of the Australian Information Commissioner [here](#).

### **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies you. Examples of Personal Information we collect include names, roles, addresses, email addresses and phone numbers. If you complete one of our coaching questionnaires, we may also collect assessments of your leadership and communication performance.

This Personal Information is obtained in many ways including interviews, by telephone, by email, via our website [www.understood.net.au](http://www.understood.net.au), and from publicly available sources such as LinkedIn. For our questionnaires, we use the Flexiquiz platform created by NextSpark Pty Ltd, an Australian company. NextSpark's privacy policy may be found [here](#).

We collect your Personal Information for the primary purposes of providing our services to you and marketing. When we collect Personal Information, we'll explain to you why we're collecting the information and how we plan to use it. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing at the addresses below or clicking the *Unsubscribe* link on the email.

### **Sensitive Information**

Sensitive Information includes things such as your 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.

We do not collect Sensitive Information.

## **Third parties**

We prefer to collect your Personal Information directly from you. Sometimes, we may be provided with information by someone else. If that's the case, we'll do our best to let you know what information they provided us.

## **Disclosure of Personal Information**

We may disclose your Personal Information to third parties with your consent or where required or authorised by law.

## **Security of Personal Information**

We store Personal Information in a way that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your Personal Information is no longer needed, we'll destroy or permanently de-identify the information.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update or correct it. If you wish to access your Personal Information, please contact us in writing. We won't charge any fee for accessing or getting a copy of your Personal Information. To protect your Personal Information, we may require identification from you before releasing the requested information.

## **Maintaining the quality of your Personal Information**

We like to keep your Personal Information accurate, complete and up-to-date. If you find that the information we have is inaccurate, please let us know as soon as you can.

## **Policy updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy complaints and enquiries**

If you have any queries or complaints about our Privacy Policy, or would like to access or correct your Personal Information, please contact Chris Huet at:

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chris@understood.net.au

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