

ABN-961243000 (“Inclusive Living”)

## **Privacy Policy**

Inclusive Living is committed to protecting the privacy of individuals’ personal information by complying with the Privacy Act 1988 (Cth). This Policy describes how Inclusive Living (ABN 961243000) handle personal information. Nothing in this Privacy Policy is intended to limit our obligations or permitted handling of personal information under privacy laws. For example, under the Privacy Act, we may rely on certain exemptions including in relation to employee records.

**1. Collection of personal information** - We may collect personal information about you in certain circumstances such as where you contact or transact with us. We may collect current and historical personal information including without limitation information about your name, contact details, identification (eg, driver’s license or passport you provide to us), organisational affiliations, positions held, forms submitted, payment details, and enquiry/complaint details. We may collect the information that you provide in your communications and transactions with us, including records of any contact we have with you by telephone, email or online. We may collect personal information directly from you as well as from third parties including public sources, share registry service providers, information service providers and the parties with whom we exchange information as described here.

**2. Use of personal information** - The personal information that you provide to us may be used for business purposes relevant to our relationship with you. This may include but is not limited to: assessing and responding to your enquiries, requests and applications; fulfilling your orders; identifying other products and services that you might purchase; helping us improve our product and services offering; direct or other marketing of our products and services; market research; relationship management; injury and safety management and protecting our lawful interests. We may contact you on an ongoing basis by telephone, email, SMS or other means regarding your account or, subject to any legal restrictions, for debt collection.

**3. Disclosure of personal information** - We may exchange your personal information with our supplier for purpose of project detail and clarification, subcontractors, service providers, your guarantors (where applicable) and your representatives in the course of conducting our business. The types of service providers we engage include those that assist us with archiving, auditing, accounting, customer contact, legal, business consulting, banking, payment, debt collection, delivery, data processing, data analysis, information broking, research, investigation, insurance, website or technology services. We may also exchange your personal information with third parties when undertaking joint promotions. Your personal information may be disclosed to third parties transacting with Inclusive Living in relation to our assets or businesses under an undertaking of confidentiality.

**4. Security and Confidentiality** - We implement various security measures to protect the security and confidentiality of your personal information, including taking reasonable steps to destroy or de-identify information that we hold about you when it is no longer required. We hold personal information electronically and in hard copy form, both at our own premises and with the assistance of our service providers.

**5. Online Activity** – If you use [www.inclusiveliving.com.au](http://www.inclusiveliving.com.au) applications, social media profiles and online facilities (“Online Facilities”) being the Inclusive Living Customer Portal, we may record information such as the date and time of your use of our Online Facilities, the pages/sections accessed and any information downloaded. This information is used for statistical, reporting, administration and maintenance purposes in relation to our Online Facilities. Our Online Facilities may use ‘cookies’ from time to time. Cookies are electronic files that allow our system to identify and interact more effectively with your device and software. The cookie helps us to maintain the continuity of your browsing session and remember your preferences when you return. In many cases

this happens anonymously, however where you have clicked a link in an email we have sent you or you have logged in or provided personal information to our Online Facilities, we may associate the cookie with you. You can configure your browser software to reject cookies however some parts of our Online Facilities – Customer Portal may not have full functionality in that case. If you are considering sending us any other personal information through our Online Facilities –Customer Portal or other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email, standard HTTP). We are subject to laws requiring us to protect the security of personal information once it comes into our possession.

**6. Access, Correction and Further Queries** - If you wish to find out more about our information handling practices, raise any privacy concerns or you wish to view or request amendment of your personal information, please do so in writing and send your query to [sales@inclusiveliving.com.au](mailto:sales@inclusiveliving.com.au) or mail to the attention of the Office Manager, Inclusive Living P.O. 520 Waverley NSW 2024

**7. Notification of Changes** - This Privacy Policy will be amended and updated from time to time. Any changes to this Policy will be notified by an announcement on our website. The date on the bottom of this page indicates when this Policy was last updated.