



Privacy Policy

September 2024

Cordant Privacy Policy

This Privacy Policy sets out the policy of Cordant Pty Ltd with respect to the way we obtain, use and disclose information about you including through our website at www.cordant.au. We adopt and are bound by the National Privacy Principles (as amended and replaced by the Australian Privacy Principles) contained in Privacy Act 1988 (Cth) ("the Act").

We understand and appreciate that you are concerned about privacy, particularly in relation to the use and disclosure of Personal Information. We are committed to providing a high level of privacy in relation to all Personal Information that is collected by us.

This Privacy Policy does not apply to other companies or organisations or websites to which Cordant is linked. For the sake of clarity, this Privacy Policy covers Personal Information collected and used and disclosed by us in relation to any of the following:

- our clients or prospective clients;
- our suppliers or prospective suppliers; and
- any employee or independent contractors engaged by us or any prospective employee or independent contractor.

Your Consent

You consent to your Personal Information being used in accordance with this Privacy Policy by any one or more of the following:

- requesting our services and/or providing us with your contact details including by making enquiries via our website or phone or during meetings with us;
- by visiting our website or participating in an online enquiry;
- by visiting any website or social media site established by us or which may in the future be established by us, including but not limited to Linked In, Google+, Twitter and Facebook ("Social Media Sites"); and
- by participating in any activity on a Social Media Site including but not limited to subscribing to a blog, posting on any Social Media Site, following, liking and/or commenting on us or anything on any Social Media Site ("Social Media Activity").

What Personal Information do we collect from you?

For the purposes of this Privacy Policy, "Personal Information" is information or an opinion about you as an identified individual or an individual who is reasonably identifiable, whether or not the information or opinion is true and whether or not it is recorded in a material form.

The type of Personal Information collected by us may differ, depending on whether you are or would like to become a client, supplier or employee or independent contractor. Generally, the type of Personal Information collected by us includes your name, address, mobile and telephone numbers, facsimile number and email address

If applicable we may also require details of your company's ABN and/or ACN, financial information including bank account and credit card details and your employer and occupation details.

Via Social Media Sites, we may be able to obtain other information about you which may itself constitute Personal Information or which, when combined with other information, is capable of identifying you, including photos, videos and any other information that you include on our Social Media Sites or sites linked to our Social Media Sites ("Other Sites"). The level of information to which we have access may depend on your privacy settings on such Other Sites.

In some circumstances, you may deal with us anonymously or using a pseudonym. However, in most circumstances it is impracticable to do so because if you do not provide us with the Personal Information that we require or if you provide it in a way that does not identify you, we are likely to be unable to carry out the services requested by you.

How do we collect your Personal Information?

We collect Personal Information in a number of ways, including:

- from you when you provide us with this information by telephone, application forms, client feedback forms, contracts or any other document provided by you to us;
- through analysis of the Social Media Sites conducted by us or by third parties on our behalf;
- from third parties such as credit reporting agencies, industry certification bodies; from publicly available sources of information; and
- from our own records.

Through our website we can obtain Personal Information if you send such information in an email or when you complete an online enquiry. When you look at our website, we may make a record of your visit. The following information may be logged for statistical purposes and for the purposes of marketing and advertising to you:

- your internet protocol address;
- the date and time of your visit to our site;
- the pages that you have accessed and the documents downloaded; and
- the type, version and language of the browser and operating system you were using.

Tracking technologies such as cookies may be used on our website to gauge visitor traffic and trends including recognising a user's browser each time that user visits our site and to track which pages the user visits whilst on our site. Tracking technologies may also be used to deliver personalised content to you while you are visiting our website and also to send Cordant advertisements to your internet protocol address. Cookies are pieces of information that a website transfers to a computer's hard drive for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies. These tracking technologies do not personally identify the user. If you do not wish to receive any cookies you may set your browser to refuse them. However, your use of our website may be affected.

Please note that our website does not provide systems for secure transmission of Personal Information across the internet, except where otherwise indicated. You should be aware that there are inherent risks in transmitting Personal Information via the internet and that we accept no responsibility for Personal Information provided via unsecured websites.

How do we use your Personal Information?

We will use your Personal Information for purposes that relate to the operation of our business and the provision of our services to you.

These purposes generally include:

- supplying our products and services to you;
- providing quality assurance for our products and services;
- responding to your enquiries and feedback regarding our business, our products and services;
- monitoring the performance of our business and our employees and sub-contractors;
- marketing, promotional and educative activities;
- enforcing the terms and conditions of our engagement with you;
- for the management of our database; and
- conducting appropriate credit and background checks.

How is your Personal Information disclosed by Cordant?

As a client of a Cordant, your Personal Information may be disclosed to third parties if necessary to facilitate any of the above mentioned purposes. We do not and will not rent, sell or otherwise disclose your Personal Information to any other company or organisation, without your prior consent, where that consent is required by law. You do, however, consent to our use and disclosure of your Personal Information of or incidental to a sale of our business to a third party or where we outsource any of our functions, including payroll, database management

and client feedback, to an external service provider for the purpose of rendering the required services.

Disclosure of your Personal Information via Social Media Sites

By engaging in any Social Media Activity on our Social Media Sites, you agree to and are subject to the terms and conditions of such Social Media Sites. Any Personal Information posted or uploaded by you onto Social Media Sites can be disclosed in accordance with the terms and conditions and privacy policies of such Social Media Sites.

Generally, images and other material posted to Social Media Sites will be able to be viewed by the general public. Such material may be re-posted by others indefinitely and will be visible by anyone visiting the locations to which the material has been re-posted. You may be able to remove the material that you have posted from the location at which you posted it. However, any material that has been re-posted will be out of our control and neither you nor we will be able to remove it from any re-posted location. We are not responsible for any material that has been re-posted.

We reserve the right to remove any images, comments or other material that is in any way inappropriate or offensive (in our opinion) from our Social Media Sites.

Security

We are committed to ensuring the security of your Personal Information and we will take all reasonable steps to protect this Information from misuse, interference, loss, unauthorised access, modification or disclosure, including:

- ensuring the physical security of our premises and databases/records;
- restricting access to personnel who need that information in order for us to be able to provide our products and services; and
- technological measures, such as computer passwords and anti-virus software, and storage of all information through a reputable external cloud service provider which complies with the ISO/IEC 27001 International Standard for information security management systems.

What to do if you don't want our mail out

In each email or piece of marketing material that you receive from us, we will endeavour to attach simple instructions on how you can immediately unsubscribe from our mailing list. In any event, you can opt out from receiving promotional material by emailing our Privacy Officer

and asking to be removed from the mailing list. Alternatively, you can fax or mail a request for deletion.

How to check or change your details

Our Privacy Officer will ensure that your Personal Information is accurate, complete and up to date and relevant to the purpose for which we are able to use your Personal Information.

If you wish to view the Personal Information we hold about you, please send your request to our Privacy Officer by email, mail or fax using the contact details at the end of this Privacy Policy. A fee may apply for such access. If we deny your request for access, we will let you know why.

If you wish to amend the Information because it is inaccurate, out of date, incomplete, irrelevant or misleading, or if you wish your Personal Information to be deleted, please contact our Privacy Officer.

Changes to our Privacy Policy

From time to time we may decide to amend or update this Privacy Policy. When this occurs, we will post the new version of the Privacy Policy on our website. We encourage you to periodically review this Privacy Policy so that you remain informed as to how we are protecting your Personal Information.

We welcome your questions and comments regarding this Privacy Policy. If you have any suggestions as to how we may improve our Privacy Policy or if you are of the view that we have not adhered to this Privacy Policy, please contact our Privacy Officer.

Privacy Officer Details

Cordant Pty Ltd

Privacy Officer: Tony Shand
Telephone: (03) 9005 2399
Email: enquiries@cordant.au