

## Privacy Statement

Northbank Enterprise Hub Pty Ltd (ABN 77 063 271 625) and its subsidiaries and affiliates (together **we, us** and **our**) are committed to respecting the personal information of any individuals who provide their personal information to us. This Privacy Statement provides an outline of how and when personal information is collected, disclosed, used and stored by us.

We abide by the Australian Privacy Principles (**APPs**) set out in the *Privacy Act of 1988 (Cth)* (**Privacy Act**) which provide guidelines for the collection, use, storage, security and disclosure of personal and sensitive information. Individuals have the right to know what, and have access to, personal information an organisation holds about them and to have personal information about them amended if incorrect.

We recognise that you have a right to control how your personal information is collected and used. We know that providing personal information is an act of trust and we take that seriously.

### Collection of Personal Information

Personal information is information or opinion about an individual, or an individual who is reasonably identifiable (whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form). The nature of personal information collected by us generally comprises an individual's name, address, phone number, fax and e-mail address as well as interests and information about potential transactions or transactions with us.

### Use of Personal Information

We will only collect personal information which is necessary for the purpose of conducting our business. Any personal information you give us is used solely for the purpose for which it was given and will not be shared, sold, or given to any third parties, unless there is consent to the use or disclosure or where required or authorised under the exemptions set out in the Privacy Act, which may include emergency situations and assisting law enforcement agencies. By using our websites or engaging in business with us, you consent to us using your personal information as set out in this Privacy Statement. Any emails we receive from you will only be used for the purpose given and are subject to the conditions set out in this Privacy Statement. Please note, as email communication is not secure, any personal information you send via email is done so at your own risk.

### Quality of Personal Information

Our aim is to ensure that your personal information is accurate, complete and up to date. Please contact us using the details provided below if the information you have provided us changes and we will use all reasonable efforts to correct the data.

### Security of Your Personal Information

Whilst we take all reasonable steps to keep any personal information which we hold about you secure and protected from loss, misuse or unauthorised access, modification or disclosure, you acknowledge that all activities in which you intentionally or unintentionally supply information to us carries an inherent risk of loss of, misuse of, or unauthorised access to such information. We are responsible for such actions where the security of the personal information is not within the control of us, or where we cannot reasonably prevent such incident.

### Access To Personal Information

You can request access to any personal information that we hold about you, subject to some exceptions allowed by law. To request access please contact us using the details provided below. Depending on the complexity of your request, a small charge may be applicable.

### Reviews

We may from time to time review and revise our statements and policies. Accordingly, we reserve the right to change this Privacy Statement at any time.

### Complaints

If you feel that we have not handled a request or complaint regarding privacy that has not been dealt with appropriately, you can contact us using the details below. We will respond to your complaint as soon as possible and within 14 working days to advise who is responsible for managing your query. We will try to resolve the complaint within 30 working days or such longer period as advised by us. If you believe we have not adequately dealt with your complaint, you may complain to the Privacy Commissioner, Office of the Australian Information Commissioner by email [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au), by phone 1300 363 992 or in writing to GPO Box 5218 Sydney NSW 2001.

### Contacting Us

If you have any questions about this Privacy statement, our privacy practices, or you wish to make a privacy complaint, please contact us at [enquiries@northbankenterprisehub.com.au](mailto:enquiries@northbankenterprisehub.com.au) or call us on +61 (02) 8229 0355.