



## Privacy Policy

This is the privacy policy of **FICAssist Consultants Pty Ltd** ACN 663 045 841-ABN 70 663 045 841 (“**we**”, “**our**”, “**us**” or “**FICAssist**”).

We are committed to respecting the privacy of your personal information and complying with the Australian Privacy Principles and the *Privacy Act 1998* (Cth) (“**Privacy Act**”).

This privacy policy outlines our policy in relation to the collection, use, disclosure, and handling of your personal information.

By submitting your personal information to us, or by using our website or services, you acknowledge and consent to the collection, use, disclosure, and handling of your personal information in accordance with this privacy policy.

### 1. The kinds of personal information we collect and hold

We may collect information about you when you visit our website or use our services.

Personal information we collect, and hold may include, but is not limited to:

- your contact details, including your name, email address, postal address and phone number;
- other information reasonably relevant to the provision of our services; and
- any other personal information you provide to us in relation to your access to our website or our services.

When visiting our website or accessing our services, we may also collect and store the following information:

- your IP address;
- your browser type;
- the webpage you were visiting before you came to our website;
- details of the pages within our website you visit; and
- the time spent on those pages, items, and information searched on our website, access times, dates, and other statistics.

## 2. How we collect your personal information

We only collect personal information through lawful and fair means, including for the purposes of providing you with access to our website and services. It is our usual practice to only collect personal information directly from you, however, there may be situations where we collect information about you from other sources or third parties (such as your organisation, your representatives and information service providers).

We specifically collect personal information from you in circumstances such as when you:

- are browsing or otherwise interacting with our website;
- communicate with us through written correspondence, telephone calls, chats, emails or when you share information with us through other social applications, services, or sites; or
- interact with us, our services, content, or advertising.

## 3. The purposes for which we collect, hold, use and disclose personal information

We will collect, hold, use and disclose your personal information for the purpose of interacting with you and providing our services to you. This includes, without limitation:

- delivering, administering and improving the services that we offer to you;
- internal management purposes;
- to communicate with you, including about us and our services, promotional material and events and other matters which might interest you;
- to verify your identity, answer your questions, respond to your complaints and provide you with information or advice;
- business development and marketing purposes; or
- as otherwise permitted or required by law (such as to comply with obligations under the Privacy Act in relation to mandatory data breach notification).

We may also disclose your personal information to:

- third parties that assist us in providing services to you;
- third parties as part of a sale or acquisition of FICAssist or its business or to otherwise ensure the continuation of services to you;
- parties to whom you authorise us to disclose your personal information;
- government and regulatory authorities, as required or authorised by law;
- our professional advisors; or
- other third parties permitted by law.

#### **4. Cookies**

We may utilise “cookies” when you visit our website, which enables us to operate an efficient service and track the patterns of behaviour of visitors to the website. A cookie does not identify you personally but does identify your computer. You can set your browser to notify you when you receive a cookie, and this will provide you with an opportunity to either accept or reject it in each instance. Please note that cookies allow you to take full advantage of the services we provide through the website, so we recommend that you leave them turned on.

#### **5. Access to and correction of your personal information**

We take reasonable steps to make sure that the personal information we collect, use, and disclose is accurate, complete and up to date.

If you need to access or correct any personal information we hold about you, please contact us using the “Contact details” set out below. We request that you provide us with as much detail as you can about the particular information you seek access to or correction of, in order to help us retrieve the information. We will endeavour to process your request as soon as practicable.

An access fee may be charged to cover our costs of providing the requested information to you. In certain circumstances, we may refuse to provide you with access or to correct your personal information including, but not limited to where:

- giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety;
- giving access would have an unreasonable impact on the privacy of other individuals;
- the request for access is frivolous or vexatious;
- giving access would be unlawful; or
- denying access is otherwise required or authorised by law.

If that is the case, we will give you our reasons for that decision. Where we decide not to update your personal information, you can request us to attach to the personal information a statement of the update sought. In some circumstances where we correct a record, we may still require the retention of the original record.

#### **6. Data security and storing personal information**

We will take reasonable steps to protect all personal information which we hold from misuse, loss and from unauthorised access, modification, or disclosure.

You should be aware that, when using our website, no data transmission over the internet can be guaranteed as completely secure. We do not warrant the security of any information you transmit to us over the internet, and you do so at your own risk.

We will continue to store and hold your personal information indefinitely, until such time as we no longer need it for any purpose for which the information may be used or disclosed under this privacy policy or

under applicable privacy or data protection laws or (if earlier, and subject to the next paragraph) a reasonable time after you ask us to delete it.

#### **7. Opting out of promotional and marketing content**

You may elect to opt-out of receiving direct marketing and promotional communications by contacting us using the contact details provided below, or by any other simple means to opt-out that we provide you. However, some of our services may include a direct marketing and promotional communications feature as part of the service which cannot be removed and, as such, you may not be able to access or use some of our website or services if you elect to opt-out of all direct promotional and marketing communications.

#### **8. Third Party Sites**

Please be aware that our website may contain links and pointers to other websites maintained by third party providers. These links are provided for your convenience only.

These third-party websites are not under our control, and we are not responsible for such sites (including the suitability for your intended use of those sites). We do not endorse or recommend any third-party website or any associated provider organisation or third-party products or services. You are responsible for reading the privacy policies or statements of those third-party websites.

#### **9. Contact details**

If you have any queries in relation to this privacy policy, wish to exercise any of your rights under this privacy policy, have any questions, comments, or complaints regarding our practices, you can contact us by email at **steven@ficassist.com.au** or by telephoning **0491 274 714**

We ask that any complaint be made first in writing to us. We will then respond to your complaint in writing and in accordance with any timeframes required by law. We may request that you provide further information about your complaint to duly assess your complaint.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) and on 1300 363 992.

#### **10. Changes to the privacy policy**

We reserve the right to change, modify or update this privacy policy at any time, without liability to you, by publication on our website or as otherwise notified to you. You will be bound by the changes immediately upon notification or publication, unless otherwise set out in this privacy policy or the notice.

These terms of use were last updated on 25-4-2023