



# Privacy Policy

# Collective Growth Privacy Policy

## Privacy Policy

Collective Growth Pty Ltd is dedicated to providing high-quality services and is committed to protecting your privacy. This policy outlines our obligations regarding the management of your personal information in accordance with the Australian Privacy Principles (APPs) established in the Privacy Act 1988 (Cth).

A complete copy of the Australian Privacy Principles can be accessed on the website of the Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au).

## What is Personal Information and Why Do We Collect It?

Personal Information refers to any information or opinion that can identify an individual. This includes, but is not limited to, names, addresses, email addresses, phone numbers, and facsimile numbers.

We collect personal information through various channels, including referral forms, entry forms, interviews, correspondence (both telephone and email), our website [www.collectivegrowth.com.au](http://www.collectivegrowth.com.au), and from third parties. Please note that we cannot guarantee the privacy practices of external websites or third-party services.

The primary purpose for collecting your personal information is to provide our services, communicate with clients, and engage in marketing activities. We may also use your personal information for secondary purposes that are closely related to the primary purpose, where you would reasonably expect such use or disclosure. You may opt out of our marketing communications at any time by contacting us.

When we collect personal information, we will, where appropriate, inform you of the purpose of the collection and how it will be utilized.

## Sensitive Information

Sensitive information, as defined in the Privacy Act, includes data relating to an individual's racial or ethnic origin, political opinions, religious beliefs, trade union membership, criminal record, or health information.

We will use sensitive information only for the following purposes:

- The primary purpose for which it was collected.
- A secondary purpose directly related to the primary purpose.
- With your consent or as required or authorized by law.

## **Third Parties**

Wherever reasonable and practicable, we will collect your personal information directly from you. However, there may be circumstances in which we receive information from third parties. In such cases, we will take reasonable steps to ensure you are aware of the information provided to us by those third parties.

## **Disclosure of Personal Information**

Your personal information may be disclosed in several circumstances, including:

- To third parties with your consent.
- Where required or authorized by law, particularly in situations involving risk to individuals or others.

## **Security of Personal Information**

We store your personal information securely to protect it from misuse, loss, unauthorized access, modification, or disclosure. When your personal information is no longer needed for the purposes for which it was collected, we will take reasonable steps to destroy or permanently de-identify the information. However, most personal information will be retained in client files for a minimum of seven years.

## **Access to Your Personal Information**

You have the right to access the personal information we hold about you and to request updates or corrections, subject to certain exceptions. To access your information, please contact us in writing, and we will provide you with a consent form for the release of information.

Collective Growth Pty Ltd does not charge a fee for access requests but may impose an administrative fee for providing a copy of your personal information. To protect your information, we may require identification prior to releasing requested data.

## Maintaining the Quality of Your Personal Information

We strive to keep your personal information accurate, complete, and up-to-date. If you believe the information we hold is incorrect or outdated, please notify us promptly so we can update our records and continue to provide quality services.

## Policy Updates

This policy may be updated periodically and will be available on our website.

## Privacy Policy Complaints and Inquiries

For any queries or complaints regarding our Privacy Policy, please contact us at:

- Email: [manager@collectivegrowthcq.com](mailto:manager@collectivegrowthcq.com)
- Phone: 0423 396 996

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### Electronically Approved and Signed

**Date:** 08 October 2024

**Jonathan Digby**

**Director**

**Collective Growth Pty Ltd**

