

Privacy Policy

Purpose

At HumanKapital we are committed to safeguarding the privacy of our clients, customers, employees, contractors, and other individuals. The purpose of this policy is to explain how HumanKapital (ABN 79 635 916 120) handles personal information and complies with the requirements of the Australian Privacy Act 1988 (Cth) (Privacy Act).

If you have any questions in relation to this policy, please contact admin@humankapital.com.au.

Collection of Personal Information

When used in this policy, the term “personal information” has the meaning given to it in the Privacy Act 1988 (Cth) (Privacy Act) and includes any information that we collect that personally identifies you or you are reasonably identifiable from.

The types of personal information we may collect from clients and their employees and contractors includes, but is not limited to, names and addresses, gender, dates of birth and phone numbers, email details, remuneration details, superannuation details, tax information, profession/occupation or job title, job qualifications and history, employment history, current and past workers compensation claims, current and past complaints and allegations, medical history, psychometric (ability and behavioural) assessments, next of kin details, educational qualifications, professional memberships, performance appraisals, discipline events, group certificates, payslips and other income and earnings information as well as proof of identity documents, such as passports, drivers licenses and birth certificates.

If you contact us, we may keep a record of that contact. The nature of our business means it is generally impracticable for us to deal with individuals on an anonymous basis or using a pseudonym.

How Personal Information is Collected

We collect your personal information directly from you unless it is unreasonable or impractical to do so.

We do this in ways including:

- By way of dealing with you in person;
- Over the telephone;
- Through our Services (including details entered upon registration for use of our Services or use of any of the template documents) or email server; and
- Through customer feedback or survey forms.

We may also collect personal information from a third party where you have consented to the personal information being provided by the third party (for example, where an employer provides information about one of their employees to our Services for the purpose of using our services).

Use of Personal Information

The primary purpose for which we collect personal information is to enable us to perform our business activities, functions, and services and to provide customer service effectively. We collect, hold, use and disclose your personal information for the following purposes:

- to provide our services;
- to respond to an individual's request;
- to maintain contact with clients;
- to keep clients and other contacts informed of the services we offer, and industry developments that may be of interest to them, and to notify them of service offerings, seminars, and other events we are holding;
- for general management and reporting purposes, such as invoicing and account management;
- for recruitment purposes;
- for purposes related to the employment of our personnel and providing internal services to our staff; and
- other purposes related to our business

If you choose not to provide us with personal information, we may be unable to do such things. We may collect, hold, and use personal information about individuals to market our services, including by email. However, individuals always have the opportunity to elect not to receive further marketing information from us by emailing us at admin@humankapital.com.au.

If we collect, hold, or use personal information in ways other than as stated in this policy, we will ensure we do so pursuant to the requirements of the Privacy Act. Employee records are not generally subject to the Privacy Act and therefore this policy may not apply to the handling of information about employees by HumanKapital. For information about our practices relating to employee information, please contact us directly.

Disclosure of Personal Information

HumanKapital does not routinely disclose personal information to other organisations unless:

- use or disclosure is permitted by this policy; or
- some or all of the assets or operations of HumanKapital are or may be transferred to another party as part of the sale of some or all of HumanKapital business;
- you give your consent; or
- disclosure is otherwise required or permitted by law, regulation, rule, or professional standard; or
- to protect the rights, property, or personal safety of any member of the public or a customer of HumanKapital or the interests of HumanKapital; or
- we believe it is necessary to provide you with a product or service which you have requested (or, in the case of a partner, employee or contractor of HumanKapital, it is necessary for maintaining your role or related to your role at HumanKapital).

We may also share non-personal, de-identified and aggregated information for research or promotional purposes. Except as set out in this policy, we do not sell to or trade personal information with third parties.

HumanKapital uses a range of service providers to help us maximise the quality and efficiency of our services and our business operations (including internal business requirements, such as recruitment and human capital requirements). This means that individuals and organisations outside of HumanKapital will sometimes have access to personal information held by HumanKapital and may collect or use it from or on behalf of HumanKapital. This may include, but is not limited to, independent contractors and consultants, travel service providers, mail houses, information technology providers, event managers, credit managers and debt collecting agencies.

We require our service providers to adhere to our privacy guidelines and not to keep, use or disclose personal information we provide to them for any unauthorised purposes. If HumanKapital staff obtain products or services offered by a third party pursuant to an agreement or arrangement between that third party and HumanKapital, such as a credit card provider, we may provide your personal information to that third party, including information that relates to your use of such services.

Privacy on Our Website

This policy also applies to any personal information we collect via our website www.humankapital.com.au and applications including mobile applications. In addition to personal information you provide to us directly (such as where you make a request or complete a registration form), HumanKapital may also collect personal information from you via its applications and websites. Cookies may be used on some areas of our websites.

A cookie is a small software application which allows a website to recognise a previous user and to observe how a user navigates within a website. Cookies are used as a standard by many websites. HumanKapital uses cookies to improve the navigational experience of visitors to our websites and to make them easier to use. If you are concerned about cookies, most browsers recognise when a cookie is offered and permit you to opt out of receiving it. If you are not sure whether your browser has this capability, you should check with the software manufacturer or your internet service provider. In most cases, you can refuse a cookie and still fully navigate the HumanKapital website.

To properly manage our website and applications, we may log certain statistics about the users of the facilities, for example the users' domains and browser types. None of this information specifically identifies an individual and it is used solely to ensure that our websites and applications present the best possible navigational experience for users. HumanKapital wants your user experience to be as informative and resourceful as possible, therefore we provide several links to websites operated by third parties.

HumanKapital is not responsible for the privacy practices or policies of such sites. We encourage you to review each website's privacy policy, especially if you intend to disclose any personal information via that site. A link to another non-HumanKapital website is not an express or implied endorsement, promotion or warranty of the products or services offered by or accessible through that site or advertised on that site.

Security of Personal Information

Depending on the purpose for which we have collected personal information (for example, registration for a HumanKapital event or a request for information or material), we may store some of the information electronically in HumanKapital's customer relationship management system. Some or all of this personal information may be available to partners and authorised staff of HumanKapital for use in accordance with this policy. HumanKapital will endeavour to take all reasonable steps to keep secure any information which we hold about you, whether electronically or in hard-copy, and to keep this information accurate and up to date.

We also require our employees and data processors to respect the confidentiality of any personal information held by HumanKapital. HumanKapital aims to achieve industry best practice in the security of personal information which it holds. It is our policy not to retain personal information once there is no longer a legal or business need for us to do so.

Access to Information

We will provide access to personal information upon request by an individual, except in the limited circumstances in which it is permitted for us to withhold this information (for instance, where granting access would infringe another person's privacy). When you make a request to access personal information, we will require you to provide some form of identification (such as a driver's license or passport) so we can verify that you are the person to whom the information relates. In some cases, we may also request an administrative fee to cover the cost of access. If at any time you want to know what personal information we hold about you, you may contact us by emailing us at admin@humankapital.com.au.

Corrections and Concerns

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns. If you wish to have your personal information disposed of, please let us know and we will take reasonable steps to dispose of it (unless we need to keep it for legal, auditing, or internal risk management reasons). If HumanKapital becomes aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our privacy policy, or you have a problem or complaint, please contact admin@humankapital.com.au. If you are not satisfied with our handling of your problem or complaint you may make a complaint to the Australian Information Commissioner.