

Privacy Statement

Your Data Privacy

We respect what you share with us.

How we deal with your information is set out in this document. We encourage you to contact us if you would like more information or need to discuss any of the below with us.



How we handle your information

The statements in this document outline our policies in relation to handling your personal information.

This information collectively is also referred to as our Privacy Policy or Privacy Statement.

How we collect your information

There are several ways in which we collect information from you, including:

1. Verbally over the telephone;
2. In our face-to-face meetings with you;
3. In emails you send to us;
4. During online chat meetings;
5. By you entering information into forms on our website;
6. When you browse or use our website;
7. By you responding to surveys that we send out;
8. When you send us correspondence or documentation about yourself or your organisation;
9. When you apply for a job with us; *and*
10. When you send us information in the mail.

Whenever you interact with us you should expect that we will collect information from you and retain it in order to provide our services to you.

Why we collect your information

We collect a range of information in the course of undertaking our business.

We collect the information for various reasons including:

- Being able to contact you again;
- To respond to a request or query from you;
- Understanding you and your business well enough so that we can tailor our services;
- To be able to undertake project work and deliver our services to you;
- Sales and marketing;
- To develop insights into what current and future clients are likely to need from us;
- To manage our website; *and*
- Finding and recruiting staff members.

There may be other reasons for us collecting your information in our day to day interactions with you.

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The type of information that we collect

What information we specifically collect from you will depend on how you engage with us, the purpose of the interactions we have, and what we need to achieve.

Contact details

In order for us to communicate with you or provide services to you we will normally, at a minimum need to collect your personal contact details such as your name, organisation, position, work address, phone number and email address. Sometimes we need other details such as directions to help us locate you.

Personally sensitive information

We do not ask you to provide personally sensitive information about you as an individual however there may be occasions where you may volunteer to provide such information to us for a particular purpose.

Business and project details

If we are discussing work or projects, then we will collect further information about your workplace, such as the purpose of your business or organisation, specific information about the nature of the work that you and your colleagues undertake, specific information about your business problems and objectives and specific information in regards to the work you'd like us to help you with.

Whilst this information is not specifically personal information, it is usually associated with your personal contact details so that we are able to respond to you appropriately when asked to.

Web browsing data

When you use our website and its facilities, various information is collected. This information will include the information that you specifically volunteer by typing into forms but will also include hidden information that is collected describing your web-browser type and version and its

configuration. We may also be able to determine what pages you have looked at and what links you have clicked on. Whilst we do not actively seek this information at present, and whilst we do not currently use website "cookies", we may choose to use this information in the future in order to manage our website and improve our service delivery.

Survey contributions

We may survey you at various times, either formally or informally in order to develop a picture as to what businesses like you need and are concerned about and how we can improve.

Personal Skills and Experience

(if you expressed interest in working for us)

If you express an interest in working with or for us, or if you apply for a position with us, then, as well as contact details, you are likely to also provide detailed information about your skills, experience, interests, career objectives, compensation requirements and type of work sought. We will keep this information so that we can contact you if and when a suitable position or job becomes available.

How we keep your information

Hard copies

We prefer to keep information electronically as much as possible. Paper records are more difficult to store, secure and access so we keep paper files only where this is required. Paper records are stored in managed and locked locations.

Electronically

Most of the information we hold is stored electronically within IT-cloud based applications hosted by third-party digital services suppliers. On some occasions, the information we collect from you could be entered and saved onto digital devices (such as laptops or tablets) used by Practical Change staff, such as whilst we are on-site with you or not connected to the internet. Our policy is that local data storage of client information

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is only temporary, that the device is password-protected and guarded, and that the information is transferred later to a more secure digital cloud-based service.

Examples of electronic storage include:

- Email systems;
- Electronic databases;
- Web servers and other application servers;
- Online data repositories;
- Commercial software packages;
- In digital documents and files kept on-line and on digital devices; *and*
- Within other digital facilities and applications that we use.

Data Location

Most of the systems we use host data (and hence your information) in Australia, however there could be instances and circumstances when your personal information is hosted on overseas computer servers.

We aim to keep as much of our data stored on Australian servers whenever we can.

Cybersecurity

Access to all of the digital systems we use are password-protected. In addition, we often also apply multi-factor authentication as an additional layer of security.

Backups and data retention

Although we aim to back up our data in each system we use and retain much of it for at least 7 years, we do not take responsibility for keeping backups for you or your business. If any information you provide to us is important to you or your business, then you must keep and retain your own copies and/or backups. In the case that our copies of your information are lost for any reason, we may seek that information again from you.

Examples of possible reasons for such a situation would include:

- Deliberate or inadvertent deletion;
- Failure to backup;
- Data or file corruption;
- System failure;
- Human error;
- Security or cybersecurity breach; *or*
- Any other reason.

We will always aim to provide you with a copy of your information that we have, when you request it, if we can easily retrieve it. We will not provide it back to you if we don't have it or cannot access it for technical reasons.

How we share your information

We do not intentionally specifically disclose your personal identifiable information to third parties for commercial profit or other gain. There are, however, several circumstances when your information may be incidentally exposed to others as detailed below.

Practical Change staff

The information we have may be accessible to Practical Change staff and our sub-contractors for the purposes of, or in the course of, undertaking our business of providing services to you or undertaking their duties.

Technical support staff

Information we hold may also be accessible at times by professional technical IT support persons undertaking system maintenance on our behalf.

Third-party digital services providers

Because we utilise several online software applications and services that are hosted by third-party digital service providers, it is possible that your information could be accessible by those organisations. This includes the providers of our business productivity software; our accounting software; our internet services; our website hosting; and other services. As with other users of their services, we are bound by, and by implication

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your data will be subject to, the terms and conditions of use of those services.

Third-party professional services providers

Other third-party businesses that we utilise the services of, such as those that provide our accounting and legal advice and services, may also have access to your information in course of providing services to us.

How you can access or correct your information

By checking our correspondence

We often share your information back to you in our correspondence with you. For example, most official correspondence will contain your contact details. Checking your details whenever we provide them back to you is one very good way of finding and correcting problems.

By letting us know

Whenever you know that your contact details or other information has changed, please let us know. The best way to do this is in writing via email from your work email address. You may also send us postal mail however email is a better long-term record and assists to prevent further errors occurring. If we do not feel we can safely authenticate you as the sender of the request, then we may request additional evidence prior to making the record changes. Please also refer to the "How you can contact us" section below.

We will in most cases respond back to you officially to confirm that your information has been changed and what the changes were.

By asking us

If you have a question, concern or request in relation to the information you have provided us, please ask us and we will act on your request.

How you can contact us

You can send us an enquiry or request using any of the following means:

- Send an email to:
info@practicalchange.com.au
- Sending an email to a Practical Change staff member that you have previously corresponded with.
- Sending us a message using our Message Form which is on the **Engage** page of our website.
- Notifying us via mail at:
Practical Change
PO Box 171
New Town, Tasmania 7000

If you would just like to have a conversation with us in relation to information we hold then you can:

- Phone a Practical Change staff member that you have contact details for;
- Schedule a conversation with us using the **Appointment System** on our website; or
- Phoning us on **0477 642 007**.

If you are unhappy

If you are ever unhappy about the way in which your information has been handled by us then please let us know as soon as you can.

You can do this by any of the contact methods above although this is best done in writing via an email to:

info@practicalchange.com.au

Please use the subject line "Information Privacy Complaint" so that the purpose of your correspondence is clear to us.

We aim to always do the right thing by the people that interact with us, and we will always respond back and try to resolve any failures.