

## Privacy Policy (inc. GDPR) V3.0, 25 May 2018 (supersedes policy update on v1.2 18 April)

Protecting your privacy and the confidentiality of your personal information is important to us. Consensus Group Australia (Henceforth, Consensus Group) is committed to protecting your privacy when you purchase our products and services or for any other types of dealings with us.

This privacy notice has enhanced data protection rights as required by the General Data Protection Regulation (GDPR) for all EU users and is effective from 25 May 2018. This notice explains our collection, use, disclosure, retention and protection of your personal information.

### 1. Application of this Privacy Policy

Consensus Group is governed by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). The APPs regulate how personal information is handled by Consensus Group.

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Identifiable means either through a name, identification number, location data and/or online identifier. We do not consider personal information to include information that has been anonymised or aggregated so that it can no longer be used to identify a specific natural person, whether in combination with other information or otherwise.

Consensus Group's Privacy Policy applies to personal information collected and/or held by Consensus Group, whether we have asked for the information or not.

#### Scope

This privacy notice applies to our Website, where this privacy notice is referenced, regardless of how you access or use them, including through mobile devices.

Consensus Group will review this policy regularly and may update it from time to time.

### 2. Why we collect personal information

Consensus Group collects personal information about our clients and potential clients:

- We collect, hold and use personal information about potential clients as necessary to answer their enquiries about our services;
- We collect, hold, use and disclose clients' personal information so we can establish, manage and

administer the products and services provided by us, and comply with legal and regulatory obligations;

NOTE: We do not capture any cookies or analytical data when accessing our company website that is identifiable to any natural person, for analytical or marketing purposes.

### 3. How we collect personal information

Information that you specifically give us:

- Through face-to-face meetings or by interacting with us via telephone, Consensus Group Website contact page, emails or other methods such as WhatsApp, we may ask you to provide certain types of personal information if you wish to use a service or product. Some of this information will be required by law.

### 4. How we use personal information

Consensus Group may use your personal information for the following purposes:

- to provide and improve the service or product you wish to use with your explicit written permission;
- to answer your enquiry about our services;
- to resolve a dispute with your account
- to customise and promote Consensus Group programs, products or services which may be of interest to you;
- to provide technical support to you;
- to manage our employment or business relationship with you;
- if otherwise permitted or required by law;
- or with your consent. You also have the right to withdraw your consent at any time

### 5. When we disclose personal information

Consensus Group may disclose your personal information to third parties for the following purposes:

- if required by law
- with your consent. You also have the right to withdraw your consent at any time.

Under no circumstances will Consensus Group sell or receive payment for licensing or disclosing your personal information.

## 6. Protection of your personal information

We take steps to store your information securely. We will retain your information for as long as necessary to provide the services to you as requested or for other essential purposes such as complying with our legal obligations, resolving disputes and enforcing our policies.

Consensus Group has implemented appropriate physical, electronic and managerial security procedures to protect personal information from loss, misuse, alteration or destruction.

Consensus Group regularly reviews security, storage and encryption technologies and will strive to protect information as securely as possible.

## 7. Accessing and correcting personal information

If your personal data is processed, you are a 'data subject' within the meaning of GDPR and you have the right to request access to the personal information Consensus Group holds about you. This could be to ascertain the purpose of your data being processed, type of data being processed, who the data is being disclosed to, how long the data will be stored and method of storage etc.

You also have the right to request the correction of the personal information we hold about you. Consensus Group will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up-to-date.

To seek access to, or correction of, your personal information please contact Consensus Group as follows:

**By email:** [nathan.bosch@consensusgroup.io](mailto:nathan.bosch@consensusgroup.io)

We will process your request usually within 14 days. If your request is complex, more time may be needed in which case we will advise you of the extra time required.

## 8. Erasure of your personal information

You may request that we erase/delete your data without undue delay and we are obliged to erase this data without delay when the following applies:

- The Personal Information data is no longer needed for the purposes for which it was collected or otherwise processed;
- You withdraw your consent in processing your information;
- Your personal data concerning you has been processed unlawfully;
- The erasure of the personal data is required to comply with a legal obligation under the EU laws or the law of the member states to which we are subject.

## 9. Restriction for processing

You have the right to object to the processing of your information. Should this occur, we may not be able to provide the services and client support as originally requested and as originally consented by you. An Example of this, could be when your data is incorrect and in need of rectification.

## 10. Data portability

You have the right to receive the personal data concerning you that has been provided to us in a structured, commonly used and machine-readable format. You also have the right to transmit this data to a different data controller without delay from us. Your right to data portability does not apply to the processing of personal data that is required for us to exercise an official duty entrusted to us.

You have the right to not be subject to a decision that is based solely on automated processing, including 'profiling' that produces legal effect on you or, is similarly, significantly affects you.

This does not apply if the decision is:

- Authorised under legal provision of the EU member states to which the data controller is subject, and these legal provisions contain adequate measures for safeguarding your rights;
- Made with your explicit consent.

## 11. Making a privacy complaint

If you have a complaint about the way we handle your personal information, you may contact our Privacy Officer (Data Controller) as follows:

**By email:** [nathan.bosch@consensusgroup.io](mailto:nathan.bosch@consensusgroup.io)

If we do not resolve your privacy complaint to your satisfaction, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) by calling them on 1300 363 992, making a complaint online at [www.oaic.gov.au](http://www.oaic.gov.au), or writing to them at OAIC, GPO Box 5218, Sydney NSW 2001.

You may also have the right to lodge a complaint with a supervisory authority in your member state of your place of residence or the place of any alleged breach if you believe the processing of the personal data concerning you, breaches the GDPR.

The supervisory body to which the complaint was submitted will notify you of the status and outcomes of the complaint including the option of a judicial remedy under Art.78 GDPR

