



FIRESOFT CONSULTING

Privacy Policy

FIRESOFT CONSULTING abides by the Australian Privacy Principles (“**APPs**”), which provides relative information to businesses in relation to the collection, disclosure, use and storage of personal information. The objective is to handle information responsibly and provide you with the information about how this is handled

This Privacy Policy does not apply to personal information collected by FIRESOFT CONSULTING that is exempted under the *Privacy Act*, for example, employee records.

FIRESOFT may modify this Privacy Policy from time to time to reflect its current privacy practices.

Personal information we collect

The types of personal information we collect includes:

- names, job titles, contact and address details
- information in identification documents (for example, passport, driver’s licence)
- tax file numbers and other government-issued identification numbers
- date of birth and gender
- bank account details, shareholdings and details of investments
- details of superannuation and insurance arrangements
- educational qualifications, employment history and salary
- visa or work permit status
- personal information about your spouse and dependants.

It may be necessary in some circumstances for FIRESOFT CONSULTING to collect sensitive information about you in order to provide specific services or for recruiting purposes. Examples of the types of sensitive information that may be collected in such circumstances include professional memberships, ethnic origin, criminal record and health information.

It is generally not practical to remain anonymous or to use a pseudonym when dealing with FIRESOFT, as usually we need to use your personal information to provide specific services to you, or which relate to or involve you.

How to contact us

If you have a query in relation to this Privacy Policy or you would like to notify FIRESOFT that you do not wish to receive any forms of marketing material from us, access or correct your personal information or to make a complaint about FIRESOFT’s handling of your personal information, please contact:

Managing Director
Erin Evans
erinmeyer@firesoft.com.au
402/25 Lime Street Sydney NSW 2000



Contact : 02 9262 1744

How we collect personal information

Generally we collect your personal information from you directly (for example, when we deal with you in person or over the phone, when you send us correspondence (including via email) and when you complete a questionnaire, form or survey.

We may also collect personal information about you from your use of our websites and information you provide to us through contact mailboxes or through the registration process on our websites.

Where you provide us with personal information about someone else

If you provide us with someone else's personal information, you should only do so if you have their authority or consent to provide us with their personal information. You should also take reasonable steps to inform them of the matters set out in this Privacy Policy or any Privacy Collection Statement we give you.

Personal information security

FIRESOFT is committed to keeping your personal information secure, and we will take reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration

FIRESOFT holds personal information in hard copy and electronic formats. We take security measures to protect the personal information we hold including physical (for example, security passes to enter our offices and storage of files in lockable cabinets) and technology (for example, restriction of access, firewalls, the use of encryption, passwords and digital certificates, antivirus software) security measures.

Whilst FIRESOFT takes all reasonable steps to secure your personal information from loss, misuse and unauthorised access, you acknowledge that all activities in which you intentionally or unintentionally supply information to the company carries an inherent risk of loss of, misuse of, or unauthorised access to such information. The company cannot be held responsible for such actions where the security of the personal information is not within the control of the company, or where the company cannot reasonably prevent such incident. Additionally, you acknowledge that the collection and use of your personal information by third parties may be subject to separate privacy policies and/or the laws of other jurisdictions.

Purpose for collecting, holding, using and disclosing Personal information

FIRESOFT collects, holds and uses personal information for a number of purposes including:

- to provide professional services
- to provide technology services and solutions
- to respond to requests or queries
- to maintain contact with our clients and other contacts (including alumni)



- to keep our clients and other contacts informed of our services and industry developments
- to notify of seminars and other events
- for administrative purposes
- for recruitment purposes
- for purposes relating to the employment of our personnel, providing
- when engaging service providers, contractors or suppliers relating to the operation of our business
- to manage any conflict of interest or independence (including auditor independence) obligations or situations
- to conduct surveys
- for seeking your feedback
- to meet any regulatory obligations
- as part of an actual (or proposed) acquisition, disposition, merger or de-merger of a business (including FIRESOFT's business) or entering into an alliance, joint venture or referral arrangement, or
- for any other business related purposes.

If you do not provide us with the personal information we have requested, we may not be able to complete or fulfil the purpose for which such information was collected, including providing you or our clients with the services we were engaged to perform.

The types of third parties to whom we may disclose your personal information include:

- experts or other third parties contracted as part of an engagement
- our service providers
- our professional advisers
- as part of an engagement, if you are a customer, an employee, a contractor or supplier of services to one of our clients, then we may disclose your personal information as part of providing services to that client
- as part of an actual (or proposed) acquisition, disposition, merger or de-merger of a business (including FIRESOFT's business) or to enter into an alliance, joint venture or referral arrangement, or
- Government or regulatory bodies or agencies, as part of an engagement or otherwise, (for example, the Australian Taxation Office).

We do not disclose personal information to third parties for the purpose of allowing them to send marketing material to you. However, we may share non personal, de-identified or aggregated information to them for research or promotional purposes.

Disclosure of personal information overseas and sharing personal information amongst and within the FIRESOFT member firm network

Depending on the nature of the engagement or circumstances of collection, we may disclose your personal information to other FIRESOFT member firms or entities overseas to fulfil the purpose for which the personal information was collected, or a related or ancillary purpose or otherwise in



accordance with the *Privacy Act*. The countries to which such disclosures are made, and types of personal information disclosed, depend on the specific circumstances of the engagement.

We may also store, process or back-up your personal information on servers that are located overseas (including through third party service providers).

Direct marketing

From time to time FIRESOFT may use your personal information to identify programs, products and services that may be of interest to you. FIRESOFT may use your personal information to send you information regarding the company's programs, products and services, and those available through the company's business partners.

From time to time, FIRESOFT may also provide your personal information to carefully selected third parties for the purpose of them providing you with information regarding products and services specific to your needs, and to help FIRESOFT conduct product enhancement activities.

If you do not wish to receive direct marketing information from FIRESOFT or third parties (as applicable) as outlined in this section, please let us know by using the unsubscribe function in the communication you receive, or alternatively by contacting the Director.

FIRESOFT will take immediate steps to ensure that you do not receive any such direct marketing information

Your choices

You have several choices regarding your use of FIRESOFT's websites. In general, you are not required to provide personal information when you visit our websites. However, if you apply to receive information about our services, events and industry updates or wish to apply for a job, provision of certain personal information will generally be required.

Links to third party websites

FIRESOFT's websites may contain links to third parties' websites. Those other websites are not subject to our privacy policy and procedures. You will need to review those websites to view a copy of their privacy policy. FIRESOFT also does not endorse, approve or recommend the services or products provided on third party website

Gaining access to personal information we hold

You can request access to your personal information, subject to some limited exceptions permitted or required by law.

Such request must be made in writing to the FIRESOFT Director.

You may request access to the personal information the company holds about you.

The procedure for gaining access is as follows:

a. All requests for access to your personal information must be made in writing and addressed to the FIRESOFT Manager.



- b. You must provide as much detail as possible. This will allow the company to process your request faster.
- c. The company will acknowledge your request within 14 days, and access will usually be granted within 14 days, or if it is more complicated, 30 days. The company will inform you if this timeframe is not achievable.
- d. You will be asked to verify your identity.

Depending on the circumstances, you may be forwarded the information by mail or email, or you may be required to personally inspect your records at the appropriate place.

g. You will be given the opportunity to correct any personal information that is no longer accurate. In some circumstances, the company may not be in a position to provide access. Such circumstances include the following:

- a. access would create a serious threat to safety;
- b. providing access will have an unreasonable impact upon the privacy of other individuals;
- c. denying access is required or authorised by law;
- d. the request is frivolous or vexatious;
- e. legal proceedings are underway or anticipated, and the information would not be accessible through the process of discovery in the proceedings;
- f. negotiations may be prejudiced by such access;
- g. providing access is likely to prejudice law enforcement;
- h. providing access is likely to prejudice action being taken or to be taken with respect to suspected unlawful activity or serious misconduct relating to the company's functions or activities; or
- i. access would reveal a commercially sensitive decision making process.

If the company denies access to your personal information, it will provide you with reasons in writing.

Keeping personal information current

If you believe that any personal information FIRESOFT has collected about you is inaccurate, not up-to-date, incomplete, irrelevant or misleading, you may request correction.

To do so, please contact the FIRESOFT Manager and we will take reasonable steps to correct it in accordance with the requirements of the Privacy Act.

Changes To This Policy

The company may, without notice, change this Policy from time to time for any reason and will update the Policy accordingly. We ask that you visit our website periodically in order to remain up to date with such changes.

Complaints



If you believe that your privacy has been infringed or a breach of the APPs has occurred, you are entitled to complain. All complaints should initially be in writing and directed to the FIRESOFT Director. FIRESOFT will respond to your complaint as soon as possible, within 14 working days, to let you know who is responsible for managing your query. We will try to resolve the complaint within 30 working days or less. When this is not possible the Director will contact you to provide an estimate of how long it will take to handle the complaint

If you believe the company has not adequately dealt with your complaint, you may complain to the Privacy Commissioner whose contact details are as follows:

Officer of the Australian Information Commissioner (OAIC) Phone: 1300 363 992

Email: enquiries@oaic.gov.au GPO Box 5218 Sydney NSW 2001