

Privacy Policy

1. Privacy Policy Statement

Here at The Finer Line Pty Ltd (Trading as Hunter Futurepreneurs Program) we are strongly committed to maintaining the privacy of personal information we collect as part of the services we offer. It is also vital that you are aware of, and understand, all your obligations under the Privacy Act and the Australian Privacy Principles regarding the collection, use, storage and protection of personal information. We place great importance on protecting the privacy of our employees, valued clients, suppliers and other stakeholders and your diligent and careful awareness of privacy issues is required to achieve this. If you have any questions regarding the Privacy Policy or privacy generally, please do not hesitate to contact Hunter Futurepreneurs Privacy Officer at cheryl@hunterfuturepreneurs.com.au

2. Purpose

The purpose of this policy is to:

- Give you a better and more complete understanding of the kinds of personal information that we collect and hold.
- Clearly and concisely communicate how and when your personal information is collected, disclosed, used, held and otherwise handled by us.
- Inform you about the purposes for which we collect, hold, use and disclose personal information.
- Provide you with information about how you may access your personal information and seek correction of your personal information.
- Provide you with information about how you may make a complaint, and how we will deal with any such complaint.
- Advise you of the circumstances in which we are likely to disclose your personal information to overseas recipients.¹

3. Policy Statement

This policy sets out how we will comply with our obligations under the Privacy Act 1988 (Cth) (Act). We are bound by the Australian Privacy Principles (APPs), which regulate how we may collect, use, disclose and hold your personal information, and how you may access correct personal information held about you.

We will ensure that all of our officers, employees and subcontractors are aware of and understand our obligations and their own obligations under the Act and are provided with training to enable them to fulfil these obligations.

We will also achieve this through maintaining internal policies and processes to prevent personal information being improperly collected, held, shared / exchanged, accessed or disposed of.

4. What is personal information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. It includes your name, date of birth/age, gender and contact details.

5. Collection of personal information

We do not collect personal information unless it is reasonably necessary for, or directly related to, one or more of our functions or activities.

Personal information collected by us will usually fall into one or all of the following categories:

- Contact information (name, age, address, email address and telephone numbers).
- Employment Status (e.g. employed, unemployed, underemployed)
- Business information (e.g. business ideas, business plans, business financials etc).
- Information obtained to assist in managing client and business relationships (eg: ABN, Business Barriers, and general demographics)

We may collect your information from you in a variety of ways including face-to-face, over the telephone, through an on-line form or portal, through a paper form or by email.

6. Why do we collect, use and store your personal information?

We collect, use and store your personal information to provide you with services including:

- All services under the Entrepreneurship Facilitators Program Including:
 - ✓ Mentoring and business support
 - ✓ Training/education
 - ✓ Client and business relationship management

We may also collect, use and store your personal information for marketing purposes in order to inform you of the services we offer.

Our services, functions and activities, as well as those of our contracted service providers, may change from time to time.

7. Protecting and storing your personal information

We are committed to keeping personal information secure and safe. Some of the ways we do this are:

- Requiring employees and contractors to enter into confidentiality agreements
- Securing hard copy document storage (i.e. storing hard copy documents in locked filing cabinets)
- Security measures for access to computer systems to protect information from unauthorised access, modification or disclosure and loss, misuse and interference
- Password protected data storage devices such as laptops, tablets and smart phones
- Providing a discreet environment for confidential discussions
- Access control for our buildings including waiting room/reception protocols and measures for securing the premises when unattended
- Security measures for our website(s).

Hunter Futurepreneurs reviews and updates these measures from time to time to ensure security is maintained.

Personal information may be stored in documentary form but will generally be stored electronically on our software or systems.

Although we take all reasonable steps to secure personal information from loss, misuse and unauthorised access, there is an inherent risk of loss of, misuse of or unauthorised access to such information. We will not be held responsible for such actions where the security of the personal information is not within our control or we cannot reasonably prevent such an incident, for example, a technical malfunction, computer virus, third party interference or any action or event that is beyond our reasonable control.

8. Who will we disclose your personal information to?

We will only use and disclose personal information for the primary purpose for which it was initially collected, or for purposes which are directly related to one of our functions or activities. Like many other businesses in Australia, we contract out some of our functions and rely on third party suppliers or contractors to provide

specialised services such “cloud computing” technology and data storage services, legal advice, insurance broking, security services, business advisors and financial services. If personal information is provided to these suppliers, advisors and contractors in order to enable them to perform the agreed tasks, we will take reasonable measures to ensure that the supplier, advisor or contractor handles the personal information in accordance with the Act and the APPs. For example, we require all suppliers, advisors and contractors to provide privacy undertakings and enter into confidentiality agreements where they may have access to personal information. We will also comply with all obligations under privacy laws and its contracts with customers associated with transfer of personal information overseas.

We will not disclose your personal information to government agencies, private sector organisations or any third parties unless one of the following applies:

- You have consented
- We believe that you would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies or agencies
- It is otherwise required or authorised by law
- It is reasonably necessary for enforcement related activities conducted by, or on behalf of, an enforcement body (e.g. police, ASIC, Immigration Department).

9. Accuracy of Personal Information

We will ensure that all personal information we collect, use or disclose is accurate, complete and up to date. Please contact Hunter Futurepreneurs’s Privacy Officer (details below) if you are aware of any personal information that does not meet this objective.

If we are aware that we hold personal information that (having regard to the purpose for which it was collected) is inaccurate, out of date, incomplete, or irrelevant, we will take reasonable steps to correct that information.

You may seek access to, and correction of, personal information held by us in accordance with the section below “How can I access my personal information and contact Hunter Futurepreneurs?”

How can I access my personal information and contact Hunter Futurepreneurs?

You can request access to personal information that we hold about you.

The procedure for requesting and obtaining access is as follows:

- All requests for access to personal information to be made in writing and addressed to our Privacy Officer (see contact details below). All requests should specify how the information is proposed to be accessed (photocopies, electronic copy, or visual sighting).
- We will acknowledge your request within 14 days of the request being made.
- Access will usually be granted within 14 days of our acknowledgment. If the request cannot be processed within that time for whatever reason, we will let you know the anticipated timeframe for a response to be provided.
- You will need to verify your identity and authority before access to personal information is granted.

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Hunter Futurepreneurs has a designated Privacy Officer who is responsible for the management of:

- Requests for access to personal information.
- Complaints regarding our management of personal information.\

For information regarding privacy, the Privacy Officer can be contacted at:

Hunter Futurepreneurs Program

E: Cheryl@hunterfuturepreneurs.com.au

P: 0407991277