

EMBER CONNECT PRIVACY POLICY

We respect your privacy

1. Ember Connect (ACN 610 546 551) (**Ember Connect**) respects the right to privacy and is committed to safeguarding the privacy of our members, website visitors, other users of our services, and others whom we may come into contact with in the course of delivering our services. We understand that your personal information, and how we use it, is very important to you.
2. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* (**Privacy Act**). This Privacy Policy sets out how we collect and treat personal information. However, if you have any further questions relating to this Privacy Policy, please do not hesitate to contact our Privacy Officer (contact details below).
3. In this Policy, we use the term 'you' to refer to members, website visitors and other users of our services. Where you are a corporation, association or other entity, 'you' may include your directors, officers, employees, agents or contractors.
4. 'Personal Information' (**Personal Information**) is information we hold which is identifiable as being about a person. Personal Information may include sensitive information as defined in the Privacy Act (for example, religious beliefs, health status, ethnic origins, membership of a trade or professional association). By providing us with Personal Information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Privacy Policy.

Collection of Personal Information relating to you

5. Ember Connect will, from time to time, receive and store Personal Information you enter onto our website, provide to us directly or otherwise allow us to have.
6. You may provide, or we may receive, Personal Information such as your name, telephone number, address and email address.
7. We may collect or receive additional Personal Information when you interact with us, or our website, including but not limited to:
 - 7.1 when processing membership and any subsequent amendments to members' details;
 - 7.2 when dealing with any request or application for products or services;
 - 7.3 in connection with suppliers in respect of services and/or products that may be supplied to members or other individuals;
 - 7.4 when presenting seminars, conducting workshops or other functions;

7.5 when required by law; or

7.6 when dealing with individuals who contact us regarding our activities or the activities of our members.

8. We also collect Personal Information in person, in writing, by telephone and through other methods of communication with our members and other individuals. This includes when signing up for 'Ember Connect Live'.

Use of Personal Information

9. We use Personal Information to maintain membership records, provide information, enable Ember Connect Live members and other individuals to receive the services and benefits available, and to conduct research in order to identify and analyse the ongoing needs of members.

10. To satisfy regulatory requirements, we use Personal Information to carry out administrative tasks and manage our members' and other individuals' rights and obligations in relation to external obligations and statutory obligations as required.

11. We will use Personal Information provided by you to help advance your career through inside connections, leverage your professional network, get introduced to people, socially interact with other users and share photos with them, create and/or share or find business or mentoring opportunities.

12. We will also use Personal Information provided by you to improve our services, contact you, conduct research and provide reporting for internal and external clients including for the purpose of fundraising and tendering for grants.

13. We may need to disclose Personal Information from time to time to comply with a specific legal requirement, such as a law, regulation, court order, and subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

14. We may disclose your Personal Information to third parties. These may include our contractors (including organisations used by us, such as "cloud" data storage contractors, to store information in an electronic format), insurers and in other circumstances, when it is reasonable to expect that information would be provided in the course of, or incidental to the provision of products and/or services by us.

15. We will not use or disclose Personal Information about an individual for a purpose other than:

15.1 the purpose for which it was collected;

- 15.2 a related purpose (or, in the case of sensitive information, a “directly related” purpose) which the individual would reasonably expect;
 - 15.3 a purpose required or permitted by law; or
 - 15.4 a purpose for which we have obtained the consent of the individual.
16. Save as may be part of ordinary delivery of website and other electronic services in the course of our ordinary business, and as permitted by the Privacy Act, we do not send your Personal Information overseas. Ember Connect engages the services of software company Graduway (part of UK based company Headhunter Systems Limited) accordingly, as part of the provision of its services Personal Information may be transmitted and stored overseas.
17. Subject to our record-keeping obligations, we will also take steps to destroy or delete any Personal Information about you after we no longer require it to deliver services and meet our charitable aims. We may retain Personal Information for the purposes set out in this Privacy Policy, so far as the Privacy Act allows.
18. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take reasonable measures to safeguard against unauthorised disclosures of information, we cannot guarantee that Personal Information we collect will be entirely secure from data breaches, hacks or other disclosures that are inconsistent with the aims of this Privacy Policy. In the unfortunate event any data breach occurs, we will notify you of the breach and take reasonable steps to remedy the breach in accordance with our obligations pursuant to the Notifiable Data Breach Scheme.

Website

When you visit our website

19. When you visit our website (<https://emberconnect.com.au/>), we may collect certain information such as the browser type, operating system, website visited immediately before coming to our site, etc. This information is used to analyse how people use our site, such that we can improve our service.

Cookies

20. We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

21. Our website may from time to time uses cookies to analyse website traffic and help us provide a better website visitor experience. Please see the link below for more information on the use of cookies.

<https://www.cyber.gov.au/acsc/view-all-content/guidance/cookies-and-security>

Other websites

22. Our website may from time to time contain links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Ember Connect is not responsible for the privacy practices of other such websites. We encourage our users to read the privacy statements of each and every website that collects personal identifiable information when they leave our website

Providing Personal Information on Request

23. We will provide individuals with access to their Personal Information that we hold, except where we are required or entitled by law to refuse access.
24. Requests for access to your Personal Information should be made in writing to our Privacy Officer. We will respond to a request for access to information as a priority and will seek to do so within 10 days of the date we receive the written request. We will not charge you for requesting access to your own Personal Information.
25. If you make a request in accordance with the above provisions, we may ask that you provide us with reasonable proof that you are a person in relation to whom we hold Personal Information.
26. If you believe that any information that we hold about you is inaccurate or out of date, please contact the Privacy Office and we will review and update the relevant information.
27. We reserve the right to refuse to provide you with information we hold about you, in certain circumstances set out in the Privacy Act. We also reserve the right not to provide you with information that is not Personal Information.

Complaints about privacy or correction of Personal Information

28. We always want to improve our systems and procedures to give you full confidence in our ability to respect and safeguard the privacy of the Personal Information you provide to us. If we have not fulfilled our commitment to you, please tell us by contacting our Privacy Officer.
29. We take complaints very seriously and will respond within a reasonable time after receiving written notice of your complaint.



Changes to Privacy Policy

30. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion, and all modifications will be effective immediately upon our posting of the modifications on our website.

31. This Privacy Policy is current as of December 2022.

Privacy Office Contact

Warren Mahoney
Senior Advisor
Ember Connect
1 Agnew Way, SUBIACO WA 6008
Email: warren@emberconnect.com.au