

Folder Name: Administration

Document Name: AskRIGHT Privacy Policy

QTY-PCY-003

1. PURPOSE

The purpose of this policy is to describe how AskRIGHT manages personal and sensitive information, as defined under the Privacy Act 1988 (Cth) to which we voluntarily align.

2. STATEMENT

2.1 The kind of information AskRIGHT collects and holds

Depending on the particular circumstances, AskRIGHT may collect and hold a range of different information about an individual. This can include a name, date of birth, contact details (including residential and/or postal address, email address, landline number or mobile telephone number), next of kin, occupation, employer, username or password for any AskRIGHT products used, and information about how an individual may use our products and services.

AskRIGHT provides an information service to clients that identifies wealthy, philanthropic and notable individuals, as well as directors of charitable entities including founders and directors of Private Ancillary Funds and Public Ancillary Funds, who might be able to assist non-profit organisations with their work. This information service includes holding of some personal information gathered from public sources and/or commercial information services and/or provided by the individuals concerned.

AskRIGHT collects and holds some financial information relating to banking details - such as that relating to individuals holding a paid position with the company, or any sole trader companies who supply products and services to AskRIGHT through an invoicing system.

This list is not exhaustive. For example, AskRIGHT may sometimes need to collect additional information as part of a user authentication process, such as when an individual wishes seek assistance from one of our personnel who then needs to access that individual's AskRIGHT product account (e.g. PAF Guide).

AskRIGHT rarely collects *sensitive* information, except in the case of professional memberships related to the requirements of a paid position with the company.

2.2 The kind of information AskRIGHT collects and does not keep

AskRIGHT does not keep financial information (such as credit card or bank account numbers) when an individual purchases an AskRIGHT product or service. Once the transaction is processed, financial information relating to the individual is destroyed.

In the event AskRIGHT required any sensitive information this would only be collected with permission from the individual, and used only for the purpose it was provided.

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2.3 How AskRIGHT collects personal information

AskRIGHT collects personal information in a variety of ways, including:

- ✓ Directly from the individual - such as where information is provided when a person purchases an AskRIGHT product or service from the AskRIGHT website, or contacts AskRIGHT with a query or request, or when an individual holds a paid position with the company
- ✓ From third parties - such as AskRIGHT business partners relating to professional memberships, and clients when information is provided for contact purposes
- ✓ From publicly available sources of information
- ✓ From AskRIGHT records of how an individual uses our products or services.

2.4 How AskRIGHT holds personal information

AskRIGHT may store personal information in hard copy or electronic format, in storage facilities that the company own and operate, or that are owned and operated by service providers.

Very few hard copy records are now retained by the company, the majority being electronic.

The electronic facilities are secure, being password-protected. Any hard copy records are stored in locked cabinets at our secured Head Office.

2.5 Disclosure of personal information

AskRIGHT also has an office registered in New Zealand. Personnel working in New Zealand may have access to any non-confidential personal information that may be held by AskRIGHT (for example, a personal email address from a request for consultancy services submitted via the AskRIGHT website).

AskRIGHT shall never disclose any personal information to any other overseas entity or any third-party for commercial or other purposes that is not already available in the public domain, unless required to do so by law.

2.6 The right not to provide, or to remove, personal information

By not providing the personal information requested individuals will still have access to the AskRIGHT website, but AskRIGHT will not be able to process certain requests that require further communication, such as orders and enquiries.

Requests for removal of personal information are honoured as soon as practicable.

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2.7 How to access or correct your personal information, or make a privacy complaint


If individuals wish to access any of their personal information held by AskRIGHT or would like to correct any errors in that information, they should contact us via email at admin@askright.com, so that we can consider and respond to the request.

These contact details may also be used to notify us of any privacy complaint against us, including any belief that we have failed to align with the Australian Privacy Principles (APP) or any APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

2.8 How to contact AskRIGHT

If you have any questions in relation to this Statement or our management of your information, please let us know by contacting us on 07 3211 2320 or 1300 758 812 (office hours are Monday-Friday 8.30am-5.00pm AEST) or writing to us at admin@askright.com.

- ✓ You can obtain a pdf copy of this statement on our website www.AskRIGHT.com

Dr Daniel McDiarmid Name	Director and Principal Consultant Position	 Signature	15 May 2019 Date
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