



Privacy Policy

Last updated 14 July 2021

This Privacy Policy applies to RELYHQ Pty Ltd (ABN 30 638 461 373) (referred to as **us** or **we** in this Policy) and our website <https://www.relyhq.com/> (**our website**).

This Policy should be read together with our website Terms and Conditions governing your use of our website (available at <https://www.relyhq.com/>) and any location specific legal notice. In this Policy:

- **personal information** means any information about an individual from which that individual can be identified or reasonably identified. It does not include information that has been de-identified.
- **Privacy Act** means the *Privacy Act 1988* (Cth) and includes the Australian Privacy Principles (**APPs**) and applicable privacy regulations.

This Policy sets out the types of personal information that we may collect and how that personal information will be used, disclosed, and protected. This Policy also explains how you can access or amend any personal information we hold about you, and how you may make a complaint.

1. Collection, use, and disclosure of information

Types of personal information we collect

The types of information we collect from you depends on your dealings with us.

If you are merely visiting or browsing our website, it is unlikely we will collect any personal information from you.

You can always decline to give us any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested.

We only collect personal information that is necessary for the dealings you have with us, for example:

- (a) when you enquire about and/or purchase our products or services, or 'sign up' via our website to gain exclusive access to one of our programs, we may require you to provide us with contact information including your name, email address, address, telephone number, business name.
- (b) if you proceed to purchase a program/service from us (**Customers**) we will also require you sign and agree to our Proposal for services and Terms of Business which will be provided to the Customer directly. The completion of our Proposal and Terms of Business may require Customers to provide financial information (such as credit card details) if payment is required to purchase a program/service.
- (c) when you submit any personal information to us, contact us or ask questions in relation to our services, we may keep a record of that correspondence.
- (d) from your dealings with us in the normal course of business through meetings, phone calls, letters, emails, as well as via mailing lists, advertisers and commercial agreements.
- (e) CV and other application information if you apply for a job with us.

Why we collect your personal information

We collect your personal information primarily for the purpose of the above interactions with you, providing our services and fulfilling our obligations. We may also collect and use your personal information for planning and market research purposes, to innovate our delivery of products and services, to inform you about our events and promotions, and any related secondary purpose which we believe you would reasonably expect.

How we use and disclose your personal information

Any personal information that you provide to us will be used for the purpose for which you disclosed it to us. We may also use and/or disclose your personal information for other purposes which you consent to or which are required or permitted by law. This may include for a secondary purpose that is related to a purpose for which we collected it, and for which you would reasonably expect us to use or disclose your personal information.

We will not disclose personal information to any third parties except:

- where we are required or authorised to do so by law;
- to other companies or individuals who assist us in providing our services or who perform functions on our behalf (such as third party service providers, specialist consultants, hosting and data storage providers); or
- where you have consented to the disclosure.

Except as otherwise stated, we do not disclose or publish personal information collected through our website without your express consent. Access to this information is restricted to our staff and contractors who are bound to respect the privacy of this information and/or bound by confidentiality obligations.

You have the right to access the personal information we hold about you and can do this by contacting us at info@relyhq.com

Direct marketing

When provided, we may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions, or other opportunities that may interest you. If you do not want to receive these communications, you can unsubscribe from our mailing lists at any time. We include an unsubscribe facility in all emails we send to you. Otherwise you can contact us at any time at info@relyhq.com to unsubscribe or update your preferences.

2. Use of cookies

Our website uses cookies, which are pieces of information that our website transfers to your computer for record-keeping purposes and content delivery. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites. You are not identifiable from such information.

We recommend that you accept cookies to take full advantage of the services this website provides. They allow us to customise information to improve user experience and for tracking user navigation. However, if you are concerned about the use of cookies, you can set your browser to refuse cookies, or to warn you when cookies are used.

3. Commitment to data security

We will take reasonable steps to ensure that all information collected, used or disclosed is accurate, complete, up-to-date and stored in a secure environment accessed only by authorised persons. The accuracy of the personal information we receive depends on the information you provide. We recommend you let us know if there are any errors in your personal information by contacting us directly.

Unfortunately, no data transmission over the internet can be guaranteed to be secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us or receive from our website.

We take steps to securely destroy or de-identify information that we no longer require.

1. Data breaches

Where we are subject to the APPs, we may be required to notify you about 'eligible data breaches'. An eligible data breach occurs when:

- a. there is unauthorised access to or disclosure of personal information we hold (or information is lost in circumstances where unauthorised access or disclosure is likely to occur);
- b. the access, disclosure or loss is likely to result in serious harm to you; and
- c. we are unable to prevent the likely risk of serious harm with remedial action.

If it is not clear whether a suspected data breach meets these criteria, we will investigate and assess the breach further. This is to ensure you are notified if your personal information is involved in a data breach that is likely to result in serious harm. Even if the criteria are not met, we may decide it appropriate to notify you anyway as part of our commitment to taking privacy seriously.

2. Links to other sites

We are not responsible for the privacy practices or content of any of the websites linked to our website. If you have a concern about one of those websites, you are welcome to contact us if you think we should remove our link.

3. Changes to this Policy

We may revise this Policy from time to time as we add new features or as laws change that may affect our website and our business. When we make changes to our privacy policy, they are reflected on this page. Any revised Policy will apply both to information we already have about you at the time of the change, and any personal information created or received after the change takes effect. We encourage you to refer back to this Policy regularly to review any amendments.

4. How to contact us

If you have any questions or suggestions regarding our Privacy Policy, please contact us:

info@relyhq.com
Corporate House
155 Varsity Parade
Varsity Lakes Qld 4227

We take complaints and breaches of the APPs very seriously and will investigate any complaint we receive and respond as soon as reasonably practicable.