

Privacy Policy

Oldhams Advisory Pty Ltd
ACN 164 039 749

17 February 2022

Oldhams Advisory Pty Ltd, ACN 164 039 749 are serious about protecting your privacy in accordance with the Australian Privacy Principles under the *Privacy Act 1988 (Cth)*.

Our Privacy Policy is a clear and concise outline of how and when personal information is collected, disclosed, used, stored and otherwise handled by us.

The term “Oldhams Advisory Pty Ltd, ACN 164 039 749” or “us” or “we” refers to the owner of the website. The term “you” refers to the user or viewer of our website.

1 Collection of Your Personal Information

All data supplied to us is for the sole purpose of our business.

We may disclose your personal information to:

- Companies that we have engaged to carry out functions and activities on our behalf;
- Our professional advisers, including our accountants, auditors and lawyers;
- Our insurers; and
- Otherwise as required or authorised by law.

2 How is Information Stored

We store information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

We maintain physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our website does not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

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

3 Website

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern by us with you in relation to this website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.

- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of Australia and Queensland.

4 Information Collected Through Technology

We or our third-party service providers may collect information from visitors to the Website regarding the referring URL, your IP address, which browser you used to come to the Website, information regarding your domain server, the country, state and telephone area code where your server is located, your type of computer, timestamp data and the pages of the Website that you viewed during your visit. Some of this information is gathered through the following technologies:

- (a) **Cookies:** A cookie is a small text file that is saved to, and, during subsequent visits, retrieved from your computer or mobile device. We uses cookies to enhance and simplify your visit. We do not use cookies to store personal information, or to disclose information to third parties.
- (b) **Third-party cookies:** We use third-party cookies to collect statistics in aggregate form in analysis tools such as Google Analytics and Facebook Pixel. The cookies used are both permanent and temporary cookies (session cookies). The permanent cookies are stored on your computer or mobile device for no longer than 24 months.
- (c) **IP Address.** You can visit many areas of the Website anonymously without the need to become a registered user. Even in such cases, we may collect IP addresses automatically. An IP address is a number that is automatically assigned to your computer whenever you begin service with an Internet Service Provider. Each time you access the Website and each time you request one of our pages, our server logs your IP address. Standing alone, your IP address is not necessarily personally identifiable.
- (d) **Web Beacons.** We may use a variety of other technical methods for tracking purposes, including web beacons. Web beacons are small pieces of data that are embedded in web pages and e-mails. We may use these technical methods in HTML e-mails that we send our users to determine whether they have opened those e-

mails and/or clicked on links in those e-mails. The information from use of these technical methods may be collected in a form that is personally identifiable.

5 What Should You Do If You Have a Complaint About The Handling Of Your Personal Information

You may contact us at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the privacy officer at the contact details set out below.

The privacy officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that we may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

6 Changes to This Privacy Policy

We may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

7 How Can You Contact Us?

Oldhams Advisory Pty Ltd, ACN 164 039 749

Attn: Privacy Officer
admin@oldhams.com.au
(07) 3188 5400