

Chop Out Media Privacy Policy

Aim

Chop Out Media Pty Ltd (COM) and its related entities are dedicated to protecting the personal information entrusted to it. The aim of this policy is to articulate our commitment to maintaining the security and integrity of personal information within our care. COM endorses the Australian Privacy Principles set out in the Privacy Act 1988 (Privacy Act) and these principles govern how organisations handle personal information.

Purpose

The purpose of this privacy policy is to:

- give clients, individuals and companies we deal with a better and more complete understanding of the sort of personal information that COM and/or its related entities holds, and the way we handle that information;
- clearly communicate the personal or sensitive information handling practices of COM and its related entities; and
- enhance the transparency of COM's operations.

What is Personal Information

When used in this policy, the term "personal information" has the meaning given to that term in the Privacy Act. In general terms, it is any information that can be used to personally identify you.

This may include (but is not limited to) your name, age, address and contact details (including phone numbers and email addresses) and possibly financial information, including your credit card and other payment facilities.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

Why we collect personal information

COM and its related entities collect personal information about you which is reasonably necessary to:

- manage our businesses;
- provide quality products or services;
- consider any applications and approaches made to us;
- conduct marketing and events/functions;
- deliver various communications;
- maintain your contact and other details; and
- fulfil our Legal and Corporate Governance obligations

Without such information, we may not be able to properly service you and provide quality outcomes.

Using personal information

COM and its related entities use personal information to better understand client, individual and company interests and needs in the following ways:

Chop Out Media Privacy Policy

- provide, deliver, source, administer, improve and personalise our products and services;
- process payments and facilitate transactions;
- enable related entities and our third-party service providers to provide us with IT products and services, carry out product investigations, data processing, data analysis, business consulting, auditing, archiving, printing, delivery and mailing services;
- provide more relevant marketing offering through direct marketing, database compilation, market research, data analysis and segmentation, and the processing or creation of other marketing information;
- personalising client, individual and company experiences, including, where appropriate, identifying individuals;
- communicating with clients, individuals and companies, including facilitating a dispute resolution process;
- develop and expand our operations to better suit client, individuals and companies needs; and
- maintaining and keeping clients, individuals and companies current information current as accurate as possible.

Data collection notice - What Information COM collects

COM and or its related entities collect a range of information from clients, individuals and companies that are related to membership/subscription, our products and services.

In the course of doing business, we may collect information from clients, individuals and companies including names, addresses, telephone numbers, credit card information, images, videos and e-mail addresses, demographic information and products and services (but is not limited to); depending on the nature of the transaction with us.

How we collect information

We do this in several ways, including when clients, individuals and companies:

- make enquiries with COM and its related entities;
- join COM and its related entities as a client;
- participate in COM or related entity events or functions;
- provide us with personal or other details via telephone, email and digital services;
- submit personal or other details by using branded materials, forms and resources;
- submit personal or other details through using our websites; and/or
- dealing with dispute resolution processes

COM and its related entities may also collect unsolicited and solicited personal information indirectly, through publicly available sources, or through social media sites such as Facebook, Twitter, Google as well as information through our related entities.

COM and its related entity websites record standard information such as time, date and URL of visits and requests made by all our web servers. This information allows us to track visitor pattern usage and is used to improve the functionality, structure and performance of our websites.

Data security and retention

Chop Out Media Privacy Policy

COM and its related entities take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure.

These steps include:

- storing digital and paper records securely;
- ensuring our buildings are secure, and
- regularly updating our storage and data systems.

When no longer required, COM and its related entities destroy or archive personal information in a secure manner.

Online and other transactions

Ordering products and services online through COM and its related entities is designed to be as simple as possible, while still providing security and privacy for all your details. You can pay for products and services using various forms of payments including credit cards. COM and its related entities only store credit card information where necessary to process your payment securely.

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 over the internet or receive from our online products and services. These activities are conducted at your own risk.

Email and SMS subscription lists

If you elect to register or receive information from COM and its related entities, some of your personal or company information will be required to facilitate that request. We may also use SMS, search engine and social media sites to make marketing offers which may be of interest to you.

You can opt out of these communications directly from the messages you receive.

Employees

COM and its related entities collect personal information from potential, current and past employees directly and from third parties who have agreed to provide human resources related services to COM and its related entities. We use this personal information to provide employment related services like remuneration, professional development and payroll.

Third parties are engaged to provide some of these services and in doing so are all contractually obliged to comply with the Privacy Act.

Access to information - Access and correction to information we hold about you

Where practicable, you will have access to the information that you provide to COM and its related entities.

Exceptions to this include:

- where providing access will provide a serious threat to life or health of any individual or pose an unreasonable impact on the privacy of an individual;

Chop Out Media Privacy Policy

- your request for access is frivolous or vexatious; and
- where providing access would be unlawful or may prejudice an investigation of possible unlawful activity.

You can update information COM or its related entities holds if your circumstances have changed. Requests to change information must be made in writing.

Disclosure

COM and its related entities do not disclose personal information to third parties unless we are permitted to do so by law or you have given us your consent to do so.

Third parties we may disclose personal information to include:

- related entities;
- service providers including IT service providers, advertising and marketing service providers; and third-party fulfilment contractors;
- professional advisors including our accountants, auditors and lawyers;
- payment system operators and financial institutions; and
- government agencies.

Changes to this Privacy Policy

COM may amend this Privacy Policy from time to time by posting an updated version of this policy on our websites.

Additional Privacy Information

For further information about privacy issues and the protection of privacy, visit the Australian Government Office of the Australian Information Commissioner website www.oaic.gov.au/privacy

What to do if you have a problem or question

If COM and its related entities become aware of any ongoing concerns or problems you may have with our handling of your personal information, we will work to address these concerns in a timely manner.

Any query relating to our Privacy Policy must be made in writing to:

The Privacy Officer
Chop Out Media
PO Box 1520
Black Rock 3193
Email: hello@chopoutmedia.com.au