



NewThink

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## PRIVACY POLICY

Amanda Rae Morey T/as NewThink ABN 13957218458 (**NewThink**) acknowledges and respects the privacy of its customers and third parties with whom it interacts. This Privacy Policy (**the Policy**) explains how we collect, use, disclose, retain, and manage your personal information during our business.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be ascertained.

Our collection and retention of any personal information that is collected via your enquiry or using our Services or our website reflect but are not necessarily the same as those outlined in the Australian *Privacy Act 1988* (Cth) and the 13 Australian Privacy Principles.

This privacy policy applies to all personal information collected by NewThink but for clients, client representatives, client employees, agents and/or business affiliates and guests of customers within Australia.

You are not obligated to provide your information to us, however if you do not or if information provided is inaccurate then we may be limited in our ability to provide our full range of goods and/or services.

### **Consent**

By using our Services and/or our website, our social media pages and/or any business Google/third party listings you agree and consent to us, our agents, contractors, authorised employees and any related party to collect, hold, use, disclose and manage your personal information in accordance with this Policy, the law and for the purposes contemplated herein.

### **Ways we Collect Information**

We can collect your personal information in the following ways:

- (a) Interaction with our services or website, including completion of any contact us or consent form or registering for any email marketing or other social media/messaging services.
- (b) Interaction with any of our advertisements on third party sites.
- (c) Interaction with our social media pages and/or profiles.
- (d) Participation in a survey or other market research activities.
- (e) Submission of any feedback, expression of interest, or query via our website, email, and/or social media pages.



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- (f) Provision of your information to us either in person, via phone, email, fax, post, or any other means.

We will collect information where it is needed to:

- (a) provide you with the services or information relating to our services.
- (b) charge or process payment of fees for services.
- (c) ensure client satisfaction and safety.
- (d) ensure legal compliance when we provide our services.
- (e) to provide support and improve our service to you.
- (f) organise an event that is hosted or sponsored by NewThink; and/or
- (g) You apply for a job or seek the services of NewThink.

We will specifically ask for your confirmation and agreement to particular activities, such as the receipt of any newsletters or marketing materials, from which you may opt out of at any time by clicking the unsubscribe button provided or writing to us at [info@NewThink.net.au](mailto:info@NewThink.net.au)

## **Passive Information Collection**

Each time you visit our website please note that our server and/or data storage providers may passively collect information from you, using cookies, tags, web beacons and navigational data collection information i.e. log files, server logs, clickstream, chat logs, call recordings, usage data, device data and more. This includes the type of browser you use, the system you are using, data on your interaction with advertisements and/or links, the address of the website visited immediately prior and after ours, the date and time of your visit to our website and your Internet Protocol (IP) address.

This information is collected for statistical and marketing purposes and to help us improve the services that we provide.

## **What personal information we collect and why**

We can collect personal information, being information or opinion that is identifiable to an individual including but not limited to:

- (a) Contact and identification information i.e. your name, email address, telephone number and address.
- (b) Corporate registration information i.e. ABN/ACN (if applicable).
- (c) Payment details i.e. credit card/PayPal/bank information.
- (d) gender or gender preference.
- (e) date of birth.
- (f) location data; or
- (g) Occupation.



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This information is collected during NewThink providing you with information and/or services which relate to and/or represent our business and/or the scope of the services sought. This information is also collected for the purposes of:

- enhancing customer safety and security.
- provide customer support.
- conduct research and
- communicate with clients.
- for marketing and advertising of our services
- to send non-marketing communications; and/or
- in connection with any legal proceedings

## **Disclosure of Information**

We may share your personal information with other persons, as requested by the client, third parties, emergency services, insurance companies, payment processing facilities, external customer support teams and other partners to facilitate our operations.

We will not share personal information with others unless we obtain your consent to do so, or the information is required to be shared for legal reasons.

Otherwise, we will collect, use, and hold your information as is necessary and as outlined within this Privacy Policy.

## **Security and Retention**

Personal Information is stored and held electronically via cloud-based storage, with data being held and retained within Australia. We will take reasonable steps to store and hold information in a secure and restricted manner and to protect information.

We cannot guarantee that all data shared will be 100% secure or safe from attack and we therefore ask that you ensure to protect your information and notify us as soon as possible if you become aware of any security breaches.

Information may be stored for up to 7 years, particularly if related to tax, an active claim insurance or legal claim against or involving NewThink.

We will take reasonable steps to destroy and/or permanently de-identify any information that is no longer required.

Clients have the right, at all times, to amend the access by NewThink to the personal information via written request to us at [info@NewThink.net.au](mailto:info@NewThink.net.au).



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## **Accessing your Information**

You have the right to access or correct any personal information that we hold about you. You may request us at any time to correct or provide access to this personal information. You may also at any time request that we delete your information. Any such request should be made by email to [info@NewThink.net.au](mailto:info@NewThink.net.au) . We are permitted by the Privacy Act to deny a request for access to information or limit the access we provide and will let you know if a request is to be denied.

## **Policy Updates**

We reserve the right to make changes and/or updates to this Policy, which will be shown on our website ([www.newthink.net.au](http://www.newthink.net.au)). All information retained following a change to this Policy will be governed by the terms of the amended Policy document.

## **Contact**

If you have any questions or concerns relating to this Policy, please contact us by email at [info@NewThink.net.au](mailto:info@NewThink.net.au)

Our privacy officer will address responding to your query or concern as soon as possible and advise of steps taken to resolve the matter.