

Document Metadata

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Document History and Status

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AD – Policy - Privacy

Introduction

This policy sets out the expectations to be adopted by SmartSat in everything that we do.

This privacy policy outlines the way in which SmartSat manages your personal information and safeguards your privacy.

1. Policy

SmartSat is committed to complying with the National Privacy Principles set out in the Privacy Act 1988 (Commonwealth).

2. Types of personal information collected

The personal information which SmartSat collects and holds will depend on the nature of your interaction with us but generally includes:

- Your name
- Contact details (such as your phone number, address and email address) and general information about your business operations.
- It may also include credit card details if you are attending a paid event, including dietary requirements.
- Information from your résumé if we require these details for an event or for responding to a job application. We will ordinarily identify at the time of collecting your personal information which elements we require to facilitate your interaction with SmartSat.

You may be able to deal with SmartSat without identifying yourself (i.e. anonymously or by using a pseudonym) in certain circumstances, such as when you make a general enquiry about SmartSat or its programs. If you wish to do so, please contact us to find out if this is practicable in your circumstances.

3. Method of collection of personal information

SmartSat generally only collects personal information if you choose to provide it yourself, for example in person, over the telephone, by post or email, via SmartSat's website or by completing online or hard copy forms. However, there may be occasions when SmartSat collects your personal information from someone else, such as when we engage a third party to assist us with a program or event with other partners or consultants.

SmartSat also automatically collects certain information when you visit the SmartSat website. Such information includes your browser type, server address, operating system type, your IP address, how and when you use the SmartSat website and previous websites visited.

SmartSat uses this information on an anonymous basis and does not use it to personally identify you unless required to do so by law.

You do not have to provide your personal information to SmartSat but, if you do not provide the information requested, SmartSat may not be able to provide you with its products and services.

4. Purposes for holding and using personal information

SmartSat uses the personal information that it collects for the purposes for which it was provided to SmartSat, to carry out SmartSat's business purposes (which are detailed generally on SmartSat's website www.smartsatcrc.com), to fulfil its legal obligations, other related purposes or as permitted or required by law.

Where SmartSat documents request personal information, SmartSat will state the general purposes for its use and to whom it may be disclosed, and the main consequences, if any, if the information is not provided. SmartSat's general purposes may include:

- Providing products and services that you have requested and responding to your enquiries;
- Administering SmartSat's programs and dealing with stakeholders
- Conducting specific projects in which you have chosen to participate
- Administering competitions
- Administering events
- Including your details in publicly available databases on the SmartSat website
- Sending marketing material that SmartSat considers will be useful (if you have consented to receiving this).

If SmartSat is notified that a person does not wish to receive such information, it will not send it to that person.

This does not apply to information that we are legally required to send such as complying with legal requirements.

5. Disclosure of personal information

Generally, SmartSat will obtain consent before it discloses any personal information other than as specified in this policy. Such consent may be given expressly, or it may be implied by conduct.

Depending on the product or service, your personal information may be disclosed to:

- a) SmartSat's related entities and representatives for the purpose of SmartSat business only.
- b) External service providers (on a confidential basis and such service providers will be limited in their use of the information to the purpose of SmartSat's business only).
- c) Specialist advisers to SmartSat who have been engaged to provide SmartSat with legal, administrative, financial, insurance, research, marketing or other services; and
- d) Any other person authorised, implicitly or expressly, when the personal information is provided to or collected by SmartSat.
- e) SmartSat may also publish its disclosure practices in relation to specific products or services that it provides.

6. Security of personal information

SmartSat takes reasonable steps to protect personal information it holds from misuse, loss and interference and from unauthorised access, modification or disclosure.

SmartSat will take reasonable steps to destroy or permanently de-identify personal information it holds if it is no longer needed for SmartSat's business purposes and it is permissible by law to do so.

7. Sensitive information

SmartSat does not generally collect any sensitive information as that term is used in the privacy legislation (including information relating to racial or ethnic origin, membership of political

bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history).

SmartSat will only collect sensitive information where required by law or with consent. If SmartSat holds any sensitive personal information, that information will only be used and disclosed by SmartSat for the purpose for which it was provided.

If SmartSat asks for sensitive information, SmartSat will explain the reason for this.

8. Access to personal information

A person may request access to personal information that SmartSat holds about them by contacting SmartSat using the contact details below.

SmartSat will process such requests within a reasonable time and may charge a fee for providing access to cover the costs of verifying the application and retrieving the information requested. If SmartSat denies an access request, it will provide reasons for doing so.

9. Correction of personal information

SmartSat will take reasonable steps to ensure the personal information it holds is accurate, complete and up to date.

SmartSat should be promptly notified if there are any changes to an individual's personal information by contacting SmartSat using the contact details below.

10. How to make a complaint

If you wish to make a complaint about a breach of this policy or the Australian Privacy Principles set out in the Privacy Act 1988 (Cth), you can contact SmartSat using the contact details below. You will need to provide enough details regarding your complaint as well as any supporting evidence and information.

SmartSat will refer your complaint to its Privacy Officer who will investigate the issue and determine the steps that SmartSat will undertake to resolve your complaint. SmartSat will contact you if it requires any further information from you and will notify you in writing of the outcome of the investigation. If you are not satisfied with SmartSat's determination, you can contact SmartSat to discuss your concerns or contact the Australian Privacy Commissioner via www.oaic.gov.au

11. Changes to this policy

SmartSat may amend this policy from time to time, and the amended policy will be published on SmartSat's website. Please review SmartSat's website periodically for changes to this policy. Your continued use of SmartSat's website or services or provision of further personal information to SmartSat once this policy has been amended constitutes your acceptance of the amended policy.

12. Contact SmartSat

Chief Operating Officer
SmartSat CRC Ltd
info@smartsatcrc.com