

## Privacy Policy

### 1. Your privacy

1.1. Concierge App Pty Ltd (ACN 612 162 820) (Concierge) is committed to protecting your personal information in accordance with the Australian Privacy Principles (APPs) in the Privacy Act as well as other applicable legislation, such as the Spam Act, the Do Not Call Register Act, and health privacy legislation.

1.2. This Privacy Policy is available on the Concierge website at [www.conciergeapp.com.au](http://www.conciergeapp.com.au), or you can request a copy by contacting us.

### 2. What we collect and how we collect it

The personal information we collect about you depends on the dealings you have with us. Personal Information includes information about an individual who is reasonably identifiable, professional qualification and/or police check.

For example, if you:

- 2.1. provide details to join special mailing lists or databases if you would like to receive information about, for example, or certain brands, we may collect your name, contact details, date of birth and information about your shopping or product preferences;
- 2.2. open an account with us, we may collect your name, contact details, date of birth and other personal information;
- 2.3. provide information via social media pages or download any Concierge Apps such as providing your name or contact details via the Concierge Facebook pages, or our Twitter or Instagram accounts or other social media sites or Apps;
- 2.4. attend a Concierge function or event, we will collect your name, contact details and any dietary or accessibility requirements;
- 2.5. enter a competition or complete a survey, in online or printed format, we may collect your name and contact details along with your merchandise or services preferences and feedback;
- 2.6. send us an enquiry or provide us with feedback through our online form or via our Customer Service, we will collect your name, contact details, details of your enquiry or feedback and information about our response;
- 2.7. submit a sponsorship application, we will collect the information you include in your proposal;
- 2.8. apply for a job with Concierge, we will collect the information you include in your job application, including your and your referee's contact details; and
- 2.9. place an advertisement with us, we may require you to provide us a certified copy of your photo identification and qualification, and original copy of your police check which can only be viewed and are kept by us.

You can transact with Concierge and make general enquiries or provide certain feedback anonymously, however in some cases if you don't identify yourself, we may not be able to respond to you or provide you with the service you are seeking.

### 3. Collection of personal information through websites and Apps

Information is automatically collected through your use of the Concierge and Apps, through cookies. Cookies are small text files that websites or apps may place on your computer or device. Most often, cookies are used to recognise repeat users of websites and remember user preferences. We may collect this information both anonymously and in relation to user accounts. Cookies are also used to allow the website to track usage behaviour and aggregate data to allow Concierge to customise a user's experience on their websites. For example, when you visit the Concierge website or use a Concierge App, we may use cookies to record information including your server address, the date and time of your visit, the pages you viewed, any documents you downloaded and the type of browser and operating system you used. The information is used and disclosed by Concierge for purposes including statistical analysis and to assist Concierge to improve the functionality and usability of the website and our Apps. Similarly, when you use Apps from Concierge, we may periodically collect and use technical data and related information (including technical information about your mobile device and system preferences), to facilitate the provision of software updates, software support and other services related to the Apps.

### 4. Collection of personal information by third parties in Concierge

A number of third parties (eg cosmetics companies), advertise on or links to Concierge website and they may collect your personal information (eg when you join their mailing list, or recording your product preferences). Concierge is not responsible for the privacy practices of these third parties and this Policy does not apply to them. These businesses should have their own privacy policies, which we encourage you to read before providing your personal information to them. Certain third parties conducting health related services (eg breast screening, weight loss services, or optometry services) may collect sensitive information.

### 5. Why we collect personal information

#### 5.1. Main purposes

The main purposes for which we collect, hold, use and disclose personal information are:

- (a) promoting Concierge and its services, including through direct marketing, events and competitions, public relations and social media;

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- (b) performing research and statistical analysis, including for customer satisfaction and product and service improvement purposes. This may include matching information we collect against other information held by third parties. (We may also use and disclose de-identified data for these purposes);
  - (c) helping us tailor existing or develop, services, and to help us selectively target promotional offers and opportunities;
  - (d) developing or seeking to deliver new range of services;
  - (e) protecting the security of our staff, customers, suppliers and merchandise (including fraud prevention);
  - (f) answering queries, resolving complaints and responding to social media;
  - (g) recruiting staff and contractors; and
  - (h) general planning and administration.
- 5.2. We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or which are required or authorised by or under law, and for which you have provided consent.
- 5.3. Direct marketing and opting out
- By providing your address, email address and telephone numbers to Concierge, you consent to Concierge contacting you for the purposes set out above. We may send this information in a variety of ways, including by mail, email, social media, SMS, MMS, telephone and if you download them any Concierge Apps. You can opt out of being contacted by contacting our Privacy Officer by email at [info@conciergeapp.com.au](mailto:info@conciergeapp.com.au). You can opt out of receiving notifications via any Concierge Apps if you turn off Push Notifications in the settings.
- 5.4. Email and mobile communication
- If you provide us with an email address or phone number, you consent to electronic communication such as notices or reminders being sent to you via that address or number.
6. Who we may share your personal information with
- 6.1. We may share your personal information with third parties where appropriate for the purposes set out above, including:
- (i). financial institutions for payment processing;
  - (ii). referees whose details are provided to us by job applicants;
  - (iii). Concierge's contracted service providers or partners, including but not limited to overseas and local agents, delivery and shipping providers, information technology service providers, venues and event organisers, marketing and communications agencies, research and statistical analysis providers, call centres, hard copy and electronic mail houses, manufacturers and suppliers, external business advisers

- (such as recruitment advisors, auditors and lawyers), and those third parties who offer Concierge-branded products; and
  - (iv). regulatory, investigative or government bodies to comply with laws
- 6.2. We may ask one of these third parties to contact you directly for a specific purpose, and provide us with information collected from you in the course of providing the relevant services.
7. Cross border disclosure
- We may disclose personal information to overseas recipients, who are located in places such as Singapore, India, the Philippines, the United States of America and other countries or jurisdictions depending on the nature of the services those recipients provide to Concierge (for example storing data via a cloud service, or where Concierge's customer relationship management system is hosted on servers located overseas, or where delivery address information for online orders is managed via a third party located overseas).
8. Data quality and security
- General
- 8.1. We hold personal information in a number of ways, including in printed documents, electronic databases and email contact lists. Printed documents may be held at Concierge's head office, or archived in boxes and stored in secure offsite facilities. We take reasonable steps to:
- (i). ensure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
  - (ii). protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
  - (iii). destroy or permanently de-identify personal information that is no longer needed for purposes permitted by the APPs.
- 8.2. You can help us keep your information up to date, by letting us know about changes to your details.
9. Security
- The steps we take to secure personal information include website protection measures, security restrictions on access to Concierge's computer systems, controlled access to Concierge's corporate premises, policies on document storage and security, personnel security and training and workplace policies. While we endeavour to protect the personal information of users of our website, we cannot guarantee the security of information you disclose online: you disclose that information at your own risk. If you are

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concerned about sending your information over the internet, you can contact Concierge. You can also help protect your personal information by keeping your account details confidential. If you become aware of any security breach, please let us know as soon as possible.

### 10. Third party sites

Links to third party sites that are not operated or controlled by Concierge are provided for your convenience. Concierge is not responsible for the privacy or security practices of those sites, which are not covered by this Privacy Policy. Third party websites should have their own privacy and security policies, which we encourage you to read before supplying any personal information to them.

### 11. Access and correction

You can create and manage the content and information of your account with us in accordance with our "Concierge Sites Terms of Use". We store data for as long as it is necessary to provide services to you and others. Information associated with your account will be kept until your account is deleted, or we no longer need the data to provide you our services. You can delete your account any time. When you delete your account, we delete things you have posted including your photos and documents. Keep in mind that information that others have shared about you is not part of your account and will not be deleted when you delete your account.

### 12. Complaints or Questions

12.1. If you would like further information about how we manage your personal information, or if you have any queries relating to our Privacy Policy, or wish to lodge a complaint in relation to an alleged breach of the Privacy Act, please contact our Privacy Officer.

12.2. All complaints received by the Privacy Officer will be dealt with fairly and in a timely manner considering all the circumstances of the complaint. In most cases, we expect that complaints will be investigated and a response provided within 30 days of receipt of the complaint. If the matter is more complex and our investigation may take longer, we will contact you and tell you when we expect to provide our response.

### 13. Changes to this Policy

Concierge may amend this Privacy Policy from time to time. The current version and historical versions are posted on our website and a copy may be obtained by contacting our Customer Service.