

## Privacy Policy

### Overview

This Privacy Policy describes how Goldweather Solutions Pty Ltd trading as Goldweather Insurance collects, holds, uses and discloses personal information consistent with the Privacy Act 1988 and the Australian Privacy Principles found in that Act.

This Privacy Policy also explains how we process 'personal data' about people in the European Union (EU), as required under the General Data Protection Regulation (GDPR).

This Privacy Policy is also notification to individuals of the matters required to be notified by the Australian Privacy Principles and the GDPR.

We will review this policy regularly, and we may update it from time to time to ensure we are complying with any legislative changes.

As a professional organization, Goldweather Solutions Pty Ltd collects, holds, uses and discloses personal information to carry out its activities. We are committed to protecting the privacy of the personal information we collect and receive.

### Collection of Personal Information

The kinds of information we collect will depend on which of our products or services are used and how you use the facilities offered. The kinds of personal information that Goldweather Solutions Pty Ltd collects and holds include;

- Name Gender
- Date of Birth
- Contact Details (for example, postal address, email address, telephone numbers)
- Financial Information

Goldweather Solutions Pty Ltd generally collects personal information directly from you and, in particular, from paper and electronic forms that you complete and provide to us. If you do not provide us with your personal information, we may not be able to provide you with the appropriate services.

Goldweather Solutions Pty Ltd uses social networking services such as Facebook and LinkedIn to communicate with the public about its activities. Goldweather Solutions Pty Ltd may collect your personal information when you communicate with us by using these social networking services, and the social networking services will also handle your personal information for their own services. These social networking sites have their own privacy policies.

### Use and Disclosure of Information

Goldweather Solutions Pty Ltd will not use your personal information for any purpose that you would not reasonably expect Goldweather Solutions Pty Ltd to use it for. If we need to use your personal information for a purpose other than one that we believe you would reasonably expect, we will seek your specific consent.

Goldweather Solutions Pty Ltd will not generally disclose personal information to parties outside Goldweather Solutions Pty Ltd, other than for a purpose directly related to our activities as a professional organisation and provision or improvement of our services.

In order to deliver our services to you, we occasionally need to disclose personal information to our agents, contractors or third-party service providers, such as providers of administrative, telecommunications, information technology/computer or other services. These service providers support the operation of our business and are under contract to Goldweather Solutions Pty Ltd to keep personal information confidential and secure.

Personal information is occasionally disclosed to contracted partners, on a strictly confidential basis, for the purpose of conducting professional development events. Goldweather Solutions Pty Ltd does not provide or sell any personal information to external organisations for commercial purposes.

Your personal information may be disclosed to other parties where you have agreed or it is required or authorised under an Australian law or by court/ tribunal orders.

Goldweather Solutions Pty Ltd is in strategic partnerships with overseas professional bodies located in the United Kingdom. We may need to disclose your personal information to an overseas recipient in order for you to access their services or intellectual property. We will only disclose the minimum information required for this purpose. Goldweather Solutions Pty Ltd's contractual agreements with these organisations include requirements that these organisations deal with such personal information in accordance with applicable Australian Privacy Principles and the GDPR.

Requirements for communicating consent differ in some non-Australian jurisdictions in which Goldweather Solutions Pty Ltd has dealings, including under the GDPR. We are committed to complying with all laws which are applicable to its activities.

In addition, at our events we sometimes take photographs of our Clients and may publish these images to advertise or for our social media accounts. Please inform us if you do not allow us to publish these images.

## **Security**

Goldweather Solutions Pty Ltd maintains strict standards and security procedures to prevent misuse, interference and loss, unauthorized access, modification or disclosure.

Personal information received by Goldweather Solutions Pty Ltd is held electronically on the information technology systems of Goldweather Solutions Pty Ltd. Your information may only be accessed by Goldweather Solutions Pty Ltd's authorised employees and contractors which require access in connection with the purposes described in this Policy.

Should you no longer remain as a Client of Goldweather Solutions Pty Ltd, your information is retained in case of a requirement for restoration of our services or authorised by law or a court/tribunal order. Information collected by Goldweather Solutions Pty Ltd from prospective members will be destroyed within 7 years from collection should you not proceed with the services of Goldweather Solutions Pty Ltd.

## **Website Policy**

### **Internet transmission of information**

Goldweather Solutions Pty Ltd cannot ensure the security of any information transmitted over the Internet and individuals send personal information at their own risk. However, once we receive a transmission, we take reasonable steps to ensure that personal information is secure on our systems and those of our agents and protected from loss, misuse and unauthorized access.

## **Employee Records**

Goldweather Solutions Pty Ltd is generally exempt from the Privacy Act 1988 when it collects and handles employee records. However, our policy is to protect the personal information of its employees as it does other personal information.

## **Links to other websites**

Our website contains links to other websites and this policy does not apply to these linked websites. We encourage you to read the privacy policy of every website you visit.

## **Access to information**

In order to provide you with services and benefits, Goldweather Solutions Pty Ltd relies on the accuracy of personal information that you provide. You should promptly notify Goldweather Solutions Pty Ltd if there are any changes to your personal information.

You can request access to personal information that Goldweather Solutions Pty Ltd holds about you, and you can request that Goldweather Solutions Pty Ltd corrects that personal information. Goldweather Solutions Pty Ltd Insurance will give you access to your personal information, and will take reasonable steps to correct if Goldweather Solutions Pty Ltd considers that it is incorrect, unless there is a law that requires us not to.

If Goldweather Solutions Pty Ltd refuses to give you access to your personal information, or to correct it, Goldweather Solutions Pty Ltd will notify you in writing and will provide reasons.

If you would like access to or correct your personal information, contact our Privacy Officer (details below).

### SMS Communications Consent:

- **Consent:** By opting in, you agree to receive SMS messages from Goldweather Solutions Pty Ltd, including appointment reminders, updates, and promotions as described upon opting in.
- **Frequency:** The number of messages you receive will vary based on your interaction and service use.
- **Costs:** Standard message and data rates from your carrier may apply.
- **Opt-Out:** You can stop receiving messages by replying "STOP" to any SMS. You'll receive a final confirmation message thereafter.
- **Help:** For assistance, reply "HELP" to any message or contact our customer support by phone at 07 3667 8230 or email at [cameron@goldweatherinsurance.com](mailto:cameron@goldweatherinsurance.com)
- **Privacy:** We handle personal information per our Privacy Policy.
- **Amendments:** We may change this policy at any time, with updates effective upon posting. Continuing to receive messages signifies acceptance of these changes.

### Exercising your other rights

You have a number of other rights in relation to the personal data that Goldweather Solutions Pty Ltd holds about you. You have the right to

- Opt-out of direct marketing, and profiling for marketing
- Opt-out of processing for research/statistical purposes, or processing on the grounds of 'public interest' or 'legitimate interest'
- Erasure
- Data portability, and
- Temporary restriction of processing

To seek to exercise any of those rights, please contact our Privacy Officer.

### To contact our Privacy Officer

If you have an enquiry or a complaint about the way we handle your personal information, or to seek to exercise your privacy rights in relation to the personal information we hold about you, you may contact our Privacy Officer as follows

Name: Cameron Goldspink Phone: 0468320242

Email: [cameron@goldweatherinsurance.com.au](mailto:cameron@goldweatherinsurance.com.au)

For the purposes of the GDPR, our Privacy Officer is also our Data Protection Officer (DPO). We will endeavour to resolve complaints quickly and informally, if you wish to proceed to a formal privacy complaint, we request that you make your complaint in writing to our Privacy Officer, by mail or email as above. We will acknowledge your formal complaint within 10 working days.

### Changes to this Policy

We may amend this Privacy Policy from time to time. The current version will be posted on our website and a copy may be obtained free of charge from our Privacy Officer.

### Goldweather Solutions Pty Ltd trading as Goldweather Insurance

Authorised Representative: 001314079. Corporate Authorised Representative: Goldweather Solutions Pty Ltd (CAR 001314080 | ABN 42 676 840 485) Corporate Authorised representative of Sirius Insurance Pty Ltd (AFSL 550946 | ABN 60 606 142 027)

**Phone:** 0468320242

**Email:** [cameron@goldweatherinsurance.com](mailto:cameron@goldweatherinsurance.com)