



Privacy Policy & Collection Notice

Background and Scope

Clarrow Pty Ltd is committed to protecting the privacy of the personal information it collects and receives. We are required to comply with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act).

This policy explains how Clarrow Pty Ltd collects, uses, discloses and otherwise handles personal information relating to candidates and clients. It also explains how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach. Nothing in this policy limits any of our other obligations at law.

Collection of personal information

Clarrow Pty Ltd is required to collect personal information only by lawful and fair means. Where possible we will collect personal information, we require directly from you.

Personal information we hold may include your name, current and previous addresses, telephone numbers, e-mail addresses, details of your qualifications and employment history and additional information we require to perform our services for you.

Personal information entered into the Clarrow Pty Ltd database will not be used or disclosed by us, except as authorised by you, to perform our services for you.

Access to this information to third parties can only be granted by you.

Should you choose not to provide personal information we may not be able to provide you with the services you require at a sufficient level that we regard as important for performing at best practice.

We may collect personal information:

- from the information supplied by you to Clarrow Pty Ltd
- in conversation and communication with you
- from third parties including related companies or your nominated company representatives
- from publicly available sources of information
- when we are required to do so by law

Where Clarrow Pty Ltd collects your personal information, Clarrow Pty Ltd will take reasonable steps to notify you of:

- the purposes for which we are collecting the information

- the third parties to whom we may disclose the information of that kind
- whether any of those third parties are located overseas and, if practicable to specify, the countries in which they are located
- how to access and correct personal information and make privacy complaints or undertake a data breach notification

Clarrow Pty Ltd will only collect sensitive information where it is reasonably necessary for our core functions or activities.

Cookies through the Clarrow Pty Ltd website

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when they are being used. Rejecting cookies can, however, limit the functionality of our website.

In providing our services, or collecting and using your personal information, your personal information may be disclosed to third party organisations including:

- Clarrow service providers (training, business standards, IT support)
- event organisers
- our legal, accounting, financial or other professional advisors
- regulatory, government and other authorities as required by law

Opting out

By providing us with your contact details, your consent to receive communications and direct marketing will remain current until you advise us otherwise. However, you can opt out at any time through the following channels:

- by Email – hello@clarrow.com.au
- by telephone - +61 2 9839 3052
- use the unsubscribe facility that we include in our electronic messages such as emails and newsletters

Unsolicited information

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for Clarrow Pty Ltd to perform one or more of our services or activities, Clarrow Pty Ltd will destroy or de-identify the information as soon as practicable.

Quality of personal information

Clarrow Pty Ltd takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information

Security of personal information

We take reasonable steps to protect your personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

If you become aware of any security breach, please contact the Clarrow Pty Ltd as soon as possible.

We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

Clarrow Pty Ltd is not responsible for the privacy or security of third-party websites that you access via links on the Clarrow Pty Ltd website.

Access to personal information

You are able to access your personal information that we hold, with some exceptions, as allowed by law. To obtain a copy of your personal information, write to the Clarrow Pty Ltd requesting the information and we will provide it to you. We reserve the right to charge a reasonable fee for the provision of this information. If we refuse your request, or if we refuse to give you access in the manner you requested, Clarrow Pty Ltd policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

Members can access and update their contact details by logging in to the Member-only area of the website. For any personal information that can't be accessed and corrected through the website please contact the Clarrow Pty Ltd Director.

Complaints

If you have a complaint about how Clarrow Pty Ltd has collected, stored or used your personal information, please contact the Clarrow Pty Ltd Director. We will endeavour to deal with your complaint and take any steps necessary to resolve the matter within five business days.

If your complaint is unable to be resolved within five business days, Clarrow Pty Ltd will advise you in writing including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner.

Please contact Clarrow Pty Ltd if you have any queries about the personal information that Clarrow Pty Ltd holds about you or the way we use or disclose that personal information. Our contact details are set out below.

Contact us

Clarrow Pty Ltd

Office Location: Suite 402, Lvl 4, 309 George St., Sydney NSW 2000

Phone: +61 2 9839 3052

Email: hello@clarrow.com.au

ACN: 636 101 865