



## PRIVACY POLICY

WOMEN'S BUSINESS HUB, (ABN 49 129 946 228) ("we") are committed to protecting and respecting your privacy. This Privacy Policy, together with our [Terms of Use](#), explains how we treat any personal information we collect and process when you use our website, or purchase services or products from us.

### 1. What types of personal information we handle

We collect and process the personal information that you provide when interacting with us, either online or via email, mobile, phone or post. Such personal and professional information may include the following:

- First Name and Surname
- Postal address
- Email address
- Mobile Phone Number
- Gender and/or Title
- Location and/or Country of Residence
- Company, Position, Industry, Company Size
- Unique identifier information (e.g. your customer username or number and password)
- Financial information (e.g. payment card or bank account information)
- Some details provided by your device such as IP address, device ID, device type, and location information

### 2. What we use your personal and professional information for, and our legal basis for doing so

We must have a legal basis to process your personal information. In most cases, that will be for us to provide the contracted service/membership, which you have chosen to purchase and/or requested. The table below sets out the purposes for which we use your personal and professional data and our legal basis for doing so:

What we use your information for	Our legal basis for doing so
Provide you with access to our website and/or our mobile app	To provide the contracted service
Process any payment required for the products and services you have requested	To provide the contracted service
Provide you with information you have requested, including without limitation, quotations, service documentation, brochures, and responses to requests	Where we have your consent
Provide you with newsletters, and other communications about the services you have purchased, and our similar products and services and information from our partners	For our legitimate interests to provide you with information about our products and services that may be of interest
Offer Member surveys to improve our products and services	For our legitimate interests to improve our services
Analyse your usage of our services in order to be able to personalise your service and improve our products	For our legitimate interests to improve usage of our services
Respond to any enquiries from you regarding our products and services	To provide the contracted service
Where you have agreed, provide you with information about certain other goods and services which we believe may be of interest to you	Where we have your consent
Meet our legal and regulatory obligations	To comply with our legal obligations
Detect and prevent fraud or crime	For our legitimate interests to detect and prevent fraud or crime

### 3. **Personal data sharing and transferring**

We will not share your personal information with anyone else unless you agree to this, or such sharing is necessary to fulfil our contract with you, or we are legally allowed or required to do so. Moreover, your personal information will only be shared with selected organisations which comply with our security procedures and policies. Organisations we may share your personal information with include:

- Another member of our group of companies where they help provide or improve our services to you;
- Our service providers and subcontractors, where they us help provide our services to you;
- A regulating body or other authority where we need to comply with a regulatory or legal obligation;
- Fraud prevention or debt collection organisations when required to protect our legitimate interests.

Some of those organisations may be based in a country outside the Australian area or where different information privacy laws apply. We will only transfer your personal information to that country if they ensure an adequate level of protection of your rights and freedoms, or you have given us your consent, or that organisation is contractually bound to meet Australian information protection law. We will not sell your personal information to anyone.

### 4. **Personal and professional information protection and storage**

We handle your personal information in accordance with adequate and reasonable procedures and technologies in order to maintain and protect its security, availability, confidentiality and integrity, and prevent its unlawful or unauthorised processing, accidental loss or damage, from its collection until its destruction. Where personal information is transmitted across the internet, it will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of your personal data, you are responsible for keeping this password confidential. You should not share a password with anyone.

### 5. **Personal and professional information disposal and retention**

We will only keep your personal information for as long as it is needed for the purposes for which it was collected and we will remove from our systems all personal information which is no longer required. We will only retain your personal information after this time where we are required to do so, in order to meet a regulatory or legal obligation.

### 6. **Use of cookies**

If we use cookies on our website it is in order to improve your user experience by enabling our website to 'remember' you, either for the duration of your visit (using a 'session cookie') or for repeat visits (using a 'persistent cookie'). We may also use cookies to enable us to tailor our services or products based, for example, on your location and/or browsing habits. Please click here to read our [Cookie Policy](#) which explains what we do and how you can alter your cookie settings.

### 7. **Your rights**

You have the right at any time and free of charge to access your personal data in the following ways:

- Request a copy of the personal information we hold about you. We may charge a reasonable fee to provide further copies, and can refuse to give you this information if your requests are clearly unjustified or excessive.
- Have your personal information corrected if it is inaccurate or incomplete.
- Request the deletion of your personal information where it is no longer necessary for us to keep it for the purpose for which it was originally collected or processed, unless we have a legal or regulatory obligation to retain the personal information.
- Restrict further processing of your personal information. Where you have previously entered into a contracted service or product with us, this may imply cancelling the contracted service or product.
- Withdraw your agreement to direct marketing, including profiling.
- Obtain and reuse your personal information for your own purposes subject to certain conditions of portability.

### 8. **How to contact us**

To exercise any of your rights, or if you have any questions about our Privacy Policy, or if you wish to make a complaint about the use of your personal information, or want to report a security issue, please contact us: [mary@womensbusinesshub.com.au](mailto:mary@womensbusinesshub.com.au)

### 9. **Other websites**

Our website may contain links to other websites. This Privacy Policy only applies to our website, services and products so when you link to other websites, you should read their own privacy policies.

### 10. **Changes to our policy**

We keep our Privacy Policy under regular review and we will make any new versions available on our website. This Privacy Policy was last updated on 13/09/2019.