Protech Partners Pty Ltd ACN 678 095 433 – Privacy Policy

Protecting personal information and privacy has always been important to us at Protech Partners Pty Ltd ACN 678 095 433 '**Protech Partners'**. Amendments to Australia's Privacy Act 1988 (Cth) ("**Privacy Act**") introduced Australian Privacy Principles (APP) to replace the National Privacy Principles in March 2014. These Privacy Principles are to ensure that your personal information is handled in an open and transparent way.

This is a summary of Protech Partners policy on the management, integrity, security, collection, disclosure of and access to the personal information of clients. We recommend that you take the time to read this policy and retain a copy for future reference.

Personal Information collected and disclosed by Protech Partners

Information	**Purpose of collection and disclosure of personal information and how we protect that personal information**
• **Contact details including name, address, occupation, email, phone number and professional contact** • **Copies of identification documents** • **Date of birth** • **Financial information** • **Court proceeding information** • **Publicly available information** • **Information provided by on or behalf of prospective employees** • **Your device's IP address (collected and stored in an anonymized format)** • **Search terms and pages visited on our website** • **Date and time when pages were accessed** • **Downloads, time spent on page, and bounce rate** • **Referring domain and out link if applicable** • **Device type, operating system and browser information** • **Device screen size** • **Geographic location**	Personal information is collected for: • identification; • to provide the services that you request; • to do all things necessary to administer those services; • to develop, manage and improve those services; • investigate, prevent and deal with breaches of our agreement with you; • conduct client surveys and inform you of any improvements that we have made to our services; • deal with credit reporting bodies (CRBs) as to your information. This information is collected either directly from you, as authorised by you, as is required for our reasonable business purposes, or in accordance with the law. Where it is unreasonable or impractical to collect the information directly from you we may collect that information from other persons that we deal with. When your personal information is provided to us by other people including family, colleagues, clients or agents, and where it is reasonable to assume you would not already know or expect us to have the information, we will take reasonable steps to inform you that we have received your personal information. We may disclose your personal information to third parties including: • employees of Protech Partners; • organisations and contractors that may be used to provide you with requested services; • your company or organisation if you use our services under a corporate account; • banks; • credit reporting and fraud checking agencies; • debt collection agencies, if you default in payment of monies owed to us; • government, regulatory and law enforcement agencies where the disclosure is required or authorised by law; • third parties who have instructed us to provide services;

	• organisations that provide products or services used or marketed by us; • anybody who represents you; • anyone, where you have provided us consent; You may choose not to provide some of your personal details however this may limit us providing our services to you.
Unsolicited or sensitive information	Sensitive information includes any information about a person's racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, health information and certain genetic or biometric information. We may sometimes collect sensitive information. Sensitive information is only collected if the information is reasonably necessary for the purpose of performing our functions and activities. When we collect sensitive information we will collect it directly from you or with your consent unless we are otherwise entitled to do so. We will destroy unsolicited information, whether sensitive or otherwise, unless it is necessary for the reasonable purposes of our business.
Anonymity or pseudonymity	We will preserve your anonymity or pseudonymity where practical and in accordance with the law.
Overseas Disclosure of information	We generally do not disclose personal information overseas. However, if for any reason Protech Partners needs to disclose your personal information, we will comply with the requirements of the Privacy Act that relates to trans-border data flow.
Government related identifiers	Unless you otherwise authorise us, we will not collect and/or disclose government related identifiers with the exception of your driver's licence information which is collected in order to accurately identify you.
Cloud Storage	We may use cloud storage to store the personal information we hold about you. The cloud storage and the IT servers may be located outside Australia.

Marketing

Protech Partners does not disclose any personal or contact information (including email or postal address) to third parties for the purposes of allowing them to market products to clients.

Where you have consented, or where Protech Partners has a business relationship with you, we may send you updates about Protech Partners itself, information about events, or other communications. You may opt out of these communications at any time by contacting the following email hello@protech.partners.

Social Networking Services

We may use social networking services such as LinkedIn or Instagram to communicate with the public about our good and/or services. When you interact with us using these services we may collect your

personal information, but we only use it to help us to communicate with you and the public. These services have their own privacy policies which you can access directly.

Payment default

If you default in the payment of any fees or charges to Protech Partners, we may give information about you to:

- a CRB to list your default in the CRB's records. That information may then be shared by the CRB with other credit providers for credit assessment and other purposes; or
- a debt collection agency to assist us to collect the payment owed to Protech Partners by you.

Website access and use

Where you have used Protech Partners website for account access, to read content, obtain contact details or to provide a testimonial, cookies may be used by Protech Partners to collect information including IP addresses about people from Protech Partners website. There are many aspects of Protech Partners website which can be viewed without providing personal information. Cookies allow Protech Partners to determine who has seen particular pages on its website and how frequently. This can help Protech Partners to identify your preferences and allow Protech Partners to recommend content it believes you would be most interested in.

For each visitor to reach the site, Protech Partners expressly collects the following non-personally identifiable information, including but not limited to: browser type; operating system; pages viewed while browsing the website; page access times; and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at the website.

From time to time, Protech Partners may use client information from new, unanticipated uses not previously disclosed in this privacy notice. If Protech Partners information practices change at some time in the future, Protech Partners will use data collected from the time of the policy change for these new purposes only.

Security and Access of your Private Information

Protech Partners endeavours to make sure the information we collect is accurate, complete and up to date. We shall take reasonable steps to protect personal information from misuse and loss and from unauthorised access, modification or disclosure.

Destruction of Information

Protech Partners will destroy personal information upon your request (by telephone and/or by e-mail) or when the personal information is no longer required. The exception to this is if the personal information is required in order to fulfil the purpose of this organisation or is required to be maintained and/or stored in accordance with the law.

Your access

You may request access to your personal information we hold about you at any time.

External access to information

Any authorised representative including accountants and financial planners must have been authorised to receive your personal information, security checked and verified and it be recorded on our database except if it's required in accordance with the law.

The following measures are in place in order to deal with any enquiries that would result in the divulgence of personal information:

Telephone Enquiry	Administration staff will advise the third party of privacy requirements, and seek authorisation in writing from you to divulge personal information before providing said information.
Written Enquiry	Response is provided to the address on the written enquiry but only if it is the same as in Protech Partners records.
Authorised Representatives	Any authorised representative including accountants, solicitors and spouses must have been authorised by you, security checked and verified and it be recorded on Protech Partners database except if it's required in accordance with the law.
Website Enquiries	User identification and password requirements for clients that are set and maintained by Protech Partners.

Correction of Information

It is important to Protech Partners that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we may ask you to inform us if any of your personal information has changed. If you wish to make any changes to your personal information, you may contact us. We will generally rely on you to ensure the information we hold about you is accurate or complete.

If any of the personal information we hold about you is incorrect, inaccurate or out of date, you may request that we correct the information. If appropriate, we will endeavour to correct the personal information at the time of the request. Otherwise, we will usually provide an initial response to you within 14 days of receipt and generally provide you with an update as to whether we have corrected the personal information within 30 days.

We may need to consult with third parties to respond to your request. If we refuse to correct your personal information, we will provide you with our reasons for not correcting the information.

Contact for Further Information or Complaints

If you have any questions about how we handle your personal information or if you believe that we have handled your personal information inappropriately, you can contact Protech Partners via telephone on 07 2102 9801 or e-mail hello@protech.partners. Protech Partners will respond to any complaint within 14 days of receipt and will take all reasonable steps to make a decision as to the complaint within 30 days of the receipt of the complaint.

If you are not satisfied with the way in which we handle your enquiry, you can call the Office of the Australian Information Commissioner on 1300 363 992 or enquiries@oaic.gov.au or make a complaint to the Information Commissioner on the OAIC website at www.oaic.gov.au. Further information is available on the OAIC's website at https://www.oaic.gov.au/.

Consent

You hereby agree and consent to the contents of the collection, use and disclosure of your personal information. In the event that you do not wish to agree or consent to any of the above use, collection and disclosure of your personal information by Protech Partners, Protech Partners warrants that any

request by you to withdraw your consent or agreement shall be deemed as confirmation by you to cease any and/or all collection use and disclosure of your personal information. Request (by telephone and/or by e-mail) can be made by you to Protech Partners.

Changes to this Policy

This is our current privacy policy outlining our personal information management practices. It replaces any previously published privacy policy. From time to time we may need to vary this policy. If we do so, an updated version will be posted on our website and shall apply to all the information held by us at the time.

This version of this Privacy Policy is dated January 2025.

Protech Partners Pty Ltd ACN 678 095 433 – Website Terms and Conditions

The below terms contain the agreement between you and Protech Partners Pty Ltd ACN 678 095 433 'Protech Partners' as to the terms on which you are permitted by Protech Partners to use the website ("the **Terms**").

Protech Partners owns and operates the website, and owns all intellectual property rights in the website including all content on the website unless otherwise indicated, and all such rights are specifically reserved. Protech Partners has also been licensed to use content on the website in which the intellectual property rights are owned by third parties. Protech Partners permits you to use and otherwise benefit from the website but only in accordance with these terms and subject to any limitations on the use of any content stored on the website that have been imposed upon Protech Partners by its respective content providers.

By your use of the website, you acknowledge that you have read and understood these terms and you express your agreement to be bound by them. If you do not agree to these terms you must not use the website.

If you have any questions or complaints regarding the website or these Terms, please contact Protech Partners via telephone on 07 2102 9801 or e-mail hello@protech.partners.

Acceptance of Terms

These Terms apply to your use of the website. You confirm that you have read and understood these Terms and that you accept and agree to be bound by them by using, or continuing to use, the website. We may vary these Terms at any time and at our sole discretion by publishing a revised version of these Terms on the website. Your use of any part of the website will be regulated by these Terms as they exist from time to time. It is your responsibility to keep yourself informed of any changes to these Terms.

Jurisdiction and Governing Law

The content of the website is for general informational purposes only and is not intended to be comprehensive or be relied upon, and as such may not be appropriate to your needs. You should contact us to seek specific advice as to the products and regarding your particular circumstances. We attempt to ensure that the content is current but we do not guarantee its currency.

You should seek legal or other professional advice before acting or relying on any of the content.

If you access the website, you do so at your own risk and you are responsible for complying with all local laws, rules and regulations in your jurisdiction.

These Terms shall be governed by and construed in accordance with the laws of the State of Queensland, Australia, and any applicable laws of the Commonwealth of Australia. Any proceedings in respect of any cause of action shall be instituted, heard and determined in accordance with the law of the State of Queensland in a Court of competent jurisdiction. Any such Queensland Court shall have territorial jurisdiction to hear and to determine such proceedings. You hereby submit to the exclusive jurisdiction of the courts of Queensland and courts competent to hear appeals from those courts.

Use Restrictions

We may limit use and/or availability of the whole or any part of the website to or by any person, geographic area or jurisdiction we deem fit in our sole and unfettered jurisdiction.

You may, subject to the Terms, personally use public pages on the website provided that such use is for your own use and not for commercial exploitation.

Except as expressly provided (and then only to the extent so provided) in these Terms or in any law you must not:

1. use any part of the website through any means not provided or intended by us.
2. use any part of the website contrary to any directions, instructions or policies contained in the terms or elsewhere on the website;
3. use or permit or suffer any other person to use any administration pages forming part of the website;
4. use the website for any fraudulent or unlawful purpose;

5. submit any information via the website that is not true and accurate in every particular or that is misleading or deceptive or likely to mislead or deceive in any particular;
6. impersonate any person or computer whilst using the website;
7. enter or store any personal information or sensitive information relating to any person other than yourself in any part of the website unless the person to whom such information relates has accepted these Terms and has authorised you to do so on their behalf;
8. interfere with or disrupt, or attempt to interfere with or disrupt, the operation or usability of any part of the website or the servers or networks used to make the website available, or otherwise violate any requirements, procedures, policies or regulations of such networks;
9. reproduce, duplicate, copy, sell, resell or otherwise exploit any part of (including use of) the website or its content for commercial gain;
10. systematically download the whole or any part of the website, whether or not for commercial gain;
11. make or distribute copies of the website or any part of it (including any content stored on the website);
12. transfer, share, disclose or licence any access codes relating to the website or to your right to use any part of the website to or with any other person, whether or not for value;
13. adapt, alter, delete, modify, or translate any part of the website (including any content on the website);
14. upload any unauthorised material to the website;
15. remove, disable or circumvent any proprietary notices or labels, or security or operational features contained on or within the website or any part of it.

To avoid doubt, you must not allow any other person to do anything you are prohibited from doing under these Terms.

You must remove any unauthorised material you have uploaded to any part of the website immediately upon being directed by us to do so. However, we reserve the right to remove, delete and/or destroy any unauthorised material you have uploaded to any part of the website without first directing you to do so and without giving you prior notice of our intention to do so or reasons for our doing so.

No Agreement
You acknowledge and agree that your use of the website, including but not limited to your submission of any query via the website or any other mode of contact contemplated by the website, does not give rise to any agreement between you and us, and that we are not bound to respond to any such query or otherwise to provide you with any goods and/or services unless and until we agree to accept you as a client and you have accepted the terms of our terms and/or quote and satisfied any other condition imposed by us. A copy of our terms and conditions are provided on our website. To avoid doubt, we reserve the right to provide and goods and/or services to any person and shall have no obligation whatsoever to provide reasons for any such refusal.

Privacy
You acknowledge and agree that we may use your personal information in accordance with our privacy policy, a copy of which is provided on our website.

External Links
The website may contain frames, links, or references to other websites, individuals, or information for convenience '**Linked Content**'. Any Linked Content is not under our control and we are not responsible for the same (including changes or updates) and we make no representations about the accuracy of the information on those websites or that they are free of viruses and other defects. We are not responsible for webcasting or any other form of transmission forming part of any Linked Content . Any links provided to Linked Content through the website are provide for your convenience only, and the inclusion of any such link does not imply an endorsement by us of any Linked Content or of the provider. Your use of any Linked Content is at your own risk.

References to a third party do not imply and should not be construed as indicating a relationship between Protech Partners and the third party and are not endorsements of those parties or their products or services.

Reservations
We hereby reserve all rights not expressly granted to you under these conditions. Without prejudice to any of our other rights:

1. all right title and interest in and to the website (including any content stored on it), any accompanying printed materials, and any copies of the website, are owned by and remain the property of Protech Partners and/or content providers as the case may be; and
2. all right title and interest in and to the content that is not contained in the website, but which may be accessed through use of the website is the property of the respective content owners and may be protected by applicable copyright or other intellectual property laws and treaties. Use of any on-line services which may be accessed through the website may be governed by the respective terms of use relating to such services. If the website contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation for your own use but not for commercial exploitation.

You may not use our intellectual property rights in connection with any product or service that is not ours or in any manner that is likely to cause confusion.

Nothing contained on the website is intended to or should be construed as granting any license or right to use any trade names or trade marks or any other intellectual property rights without the express prior written consent of the owner.

Electronic Communication
In accepting these conditions you agree that we can give you any information required or permitted to be given to you under these Terms or our privacy policy, or by law or any applicable code, by electronic communication, unless any law or code requires otherwise.

Acknowledgements, Disclaimers and Limitation of Liability
To the maximum extent permitted by law, you acknowledge, agree and warrant that:
1. The content provided on the website is provided to you as is and with all faults, and that all warranties (express or implied) are hereby excluded. We do not represent or warrant that such content is complete or accurate. We are not responsible for any errors, inaccuracies, or omissions in, or for any unauthorised material that may form part of, any content contained on the website, regardless of its source or how it came to be located on the website, and we hereby expressly exclude any and all liability for any loss that you may incur or sustain that in any way relates to or arises out of such content or your use of or reliance thereon, even if you have advised us of the possibility of such loss.
2. All content provided on the website is for information purposes only.
3. We shall not be liable for any loss that you may incur or sustain that in any way relates to or arises out of any circumstance beyond our control, including but not limited to failure by third party data transmission networks or servers.
4. You acknowledge and accept the risk that any communication to or from the website may be intercepted, used or interrupted by third parties, that the website may not be free of unauthorised material, inaccuracies, errors and/or omissions. We shall not be liable for any loss or delay that you may incur or sustain that in any way relates to or arises out of your use of or activities in connection with the website or any content or linked content thereon, and you release, discharge and indemnify us from and in respect of any and all such liability.

You hereby acknowledge and agree that we would not permit you to use the website but for your acknowledgments and your agreement to the limitations on our liability as set out above.

Indemnity
You agree to defend, indemnify and hold us and our content providers harmless from and against all claims and liabilities that in any way relate to or arise out of:
1. your use of or activities in connection with the website or any content or linked content we provide on or via the website
2. your breach of any of these Terms; or
3. any infringement by you of any intellectual property rights owed by us or our content providers.

Problems with the Website
If you think there has been a mistake or an operation you did not authorise, or if you think there are any faults in any part of the website, you must inform us immediately via email at hello@protech.partners.

Termination
The agreement constituted by your acceptance of these Terms is effective until terminated. We may at any time and for any reason terminate your use of the website. Upon such termination, your right

to use the website will immediately cease. You agree that we will not be liable to you or any third party for any termination of your use of the website.

We may take any steps we believe are appropriate to enforce or verify compliance with any part of these Terms.

General

These Terms contain the entire agreement between you and Protech Partners relating to your use of the website or any part of it and it supersedes any prior representations (express or implied), discussions, undertakings, communications or advertising relating to the website.

This version of these Terms of Use is dated January 2025.