

Constructive Legal Solutions Privacy Policy

In this Privacy Policy, 'us' 'we' or 'our' means Constructive Legal Solutions Pty Ltd ABN 23 645 222 331, trading as *Business Solutions Hub*, *Constructive Legal Solutions*, *Constructive Employment Solutions*, *Constructive Workplace Solutions* and *Constructive Business Support Solutions*. We are committed to protecting and respecting your privacy. Our Privacy Policy sets out how we collect, use, store and disclose your personal information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may modify our Privacy Policy, from time to time, by publishing changes to it on our website, in our sole discretion; modifications which will have immediate effective upon publication. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

Personal information means information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details. It may also include financial information, including your credit card information.

What personal information do we collect?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- credit card information;
- your IP (Intellectual Property) address, device type and standard web log information (including but not limited to visit times, downloads and traffic on-site);
- employee data/HR data for payroll purposes
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or indirectly through your use of our website or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide to us through customer surveys; or
- any other personal information that may be required in order to facilitate your dealings with us.

How do we collect personal information?

We may collect these types of personal information either directly from you, or from third parties. We may collect this information when you:

- register on our website;
- communicate with us through correspondence, chats, email, or when you share information with us from other services or websites;
- Online and in-person event registrations; or
- interact with our sites, services, content and advertising.

Why do we collect, use, and disclose personal information?

We may collect, hold, use and disclose your personal information for the following purposes:

- to enable you to access and use our website and services;
- to operate, protect, improve and optimise our website and services, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;

- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners; and
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties.

We may also disclose your personal information to a trusted third party who also holds other information about you. This third party may assist in facilitating payment services and/or combine that information in order to enable it and us to develop anonymised consumer insights so that we can better understand your preferences and interests, personalise your experience and enhance the products and services that you receive.

Do we use your personal information for direct marketing?

We and/or our carefully selected business partners may send you direct marketing communications and information about our services. This may take the form of emails, SMS, mail, or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us at info@businesssolutionshub.com.au or by using the details set out below or by using the opt-out facilities provided (e.g., an unsubscribe link).

Disclosure of personal information outside Australia

We hold all your data in Australian-based servers except data from Facebook Pixel, Monster Insights and Google Analytics and do not disclose personal information outside of Australia, unless in limited circumstances we engage with a third-party agent for any reason that is based overseas, for the purposes of providing you our services. In that event we will take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is substantially similar and consistent with the Australian Privacy Principles.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone, or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser, but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference, and loss, as well as unauthorised access,

modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information.

At Business Solutions Hub, we are committed to safeguarding your data. We utilise two-way encryption methods for secure data transfer between our servers and devices. Additionally, our Sydney-based servers are fortified with industry-leading security measures that have received external certification. Aligned with the sensitivity of the data we manage, we have integrated robust security measures into our daily operations. This encompasses the deployment of firewalls, antivirus solutions on devices, safeguarded hard copy storage, and consistent privacy training for our team. While we strive for the utmost security, it is essential to understand that no system can guarantee absolute protection of personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below or the contact us function on our website. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out here: <https://constructivelegalsolutions.com.au/contact-us/>. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Alternatively, you can make a complaint to the Office of the Australian Information Commissioner at www.aaic.gov.au.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Privacy Officer
Level 12, 222 Kings Way
SOUTH MELBOURNE VIC 3205
admin@constructivelegalsolutions.com.au
1300 632 247

Effective: 26 October 2023