

# Risk Mentor – COVID-19 Policy



## Introduction

Risk Mentor is committed to protecting the privacy of the personal information it collects and receives. This Privacy Policy seeks to explain how Risk Mentor collects, uses, discloses, and otherwise handles personal information. It also seeks to explain how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach.

Risk Mentor builds digital engines. Our digital engines transform data into information that supports decision makers, at all levels. Risk Mentor is passionate about assisting clients develop and implement approaches that support good decision making.

We are bound by the Australian Privacy Principles under the *Privacy Act 1988* (Cth) ('Act') that came into effect on 12 March 2014. A copy of the Australian Privacy Principles can be accessed from the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

### 1. What is personal information?

When used in this privacy policy, the term 'personal information' has the meaning given to it in the *Privacy Act 1988*. Personal information is any information that can be used to personally identify you. This includes such things as your name, address, telephone number, email address and profession or occupation.

### 2. The kinds of personal information we collect and hold

When dealing with us, we usually need to know your personal information to provide specific products and services to you. Therefore, it is not practical to remain anonymous or to use a pseudonym. The type of personal information that Risk Mentor collects and holds about you depends on the type of dealings that you have with us. For example:

- If you are a client, we collect information including your name, address, contact phone and mobile number, primary and secondary address (where available), email address and your position title

Risk Mentor does not collect or use a government related identifier of an individual such as a Medicare number or driver's license number as our own identifier of individuals.

### 3. How we collect and hold personal information

Risk Mentor is required by the Privacy Act to collect personal information only by lawful and fair means. If it is reasonable and practicable, we will collect personal information we require directly from you. We collect personal information in a number of ways, including:

- By email
- Over the telephone
- Through written correspondence, such as letters
- In person, for example, gathering operational processes and business reviews
- Invoice distribution for our services
- Through our website, for example, the Contact Us form
- At workshops, seminars and other functions attended by us, for example, if you provide us with your business card
- At workshops delivered by Risk Mentor as part of our consultancy service provision

### 4. The purpose for which we collect, hold and use personal information

Risk Mentor needs personal information to perform its core functions. The information is used for business purposes to:



- Provide professional services, solutions, and technical support
- Respond to requests or enquiries regarding our products and services
- Maintain contact with clients and other contacts
- Share information, emerging technology, product releases, and developments
- Engage with service providers, contractors or suppliers relating to our business operations
- Providing on-site consultancy services as requested
- Recruitment
- For any other business-related purposes

If we do not have access to your personal information, we may not be able to provide you with the products and professional services we were engaged to provide.

Disclosure of your personal information to third parties may include other contractors carrying out work on our behalf in fulfilling our professional arrangements with you.

We do not however, disclose personal information to third parties for the purpose of allowing them to send marketing material to you.

## 5. When you visit our website

### a. Cookies

A cookie is a small file containing a string of characters placed on your computer that uniquely identifies your browser. It is information that your web browser sends back to our website server whenever you visit it again. We use cookies to 'remember' your browser between page visits. In this situation, the cookie identifies your browser, not you personally. No personal information is stored within our cookies.

## 6. Emailing Risk Mentor

When you send an email to a Risk Mentor address ([@riskmentor.com.au](mailto:@riskmentor.com.au)), the content and your details, including your email address, become part of our records. Your email address, acquired in this way, will not be added to any mailing list unless specified in a collection statement or unless we obtain your consent.

## 7. Completing an online form

Should you decide to complete the Contact Us form available on our website, we:

- May record personal details provided by you such as your name and email address
- Will only use this information for the purpose for which it was collected, to contact you as requested
- Will not disclose this information without your consent except where Risk Mentor may be required by law to disclose the information

## 8. Access and correction of your personal information

Requests to access your personal information must be made in writing via email to our Privacy Officer at [admin@riskmentor.com.au](mailto:admin@riskmentor.com.au). Requests are subject to some limited exceptions permitted or required by law.

If you believe any personal information held by us is inaccurate, not up-to-date, incomplete, and irrelevant or misleading, you can forward a request in writing via email to the Privacy Officer at [admin@riskmentor.com.au](mailto:admin@riskmentor.com.au). We will take reasonable steps to correct the information in accordance with the requirements of the Privacy Act.

Information on how to contact us is highlighted in the Contact Us section below.

## 9. Complaints



If you would like to make a complaint about how we have collected or handled your personal information, please contact our Privacy Office via [admin@riskmentor.com.au](mailto:admin@riskmentor.com.au).

We will endeavour to reply to you within 30 days of receipt of the complaint, and where appropriate will advise you of the general reasons for the outcome of the complaint. In some circumstances, we may decline to investigate the complaint, for example if the complaint relates to an act or practice that is not an interference of the privacy of the person making the complaint.

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

## 10. Contact us

Enquiries regarding this policy should be directed to our Privacy Officer.

**Email:** [admin@riskmentor.com.au](mailto:admin@riskmentor.com.au)

**Website contact us form:** [www.riskmentor.com.au](http://www.riskmentor.com.au)

## 11. Endorsement

The Risk Mentor Directors endorse this policy.

