

urbanconcepts



Privacy Policy

YOUR DEVELOPMENT VOICE

2020

URBAN CONCEPTS PRIVACY POLICY

suite 1a gunshot alley suakin drive mosman 2088 po box 495 milsons point NSW 1565
t 61 2 9964 9655 e info@urbanconcepts.net.au w urbanconcepts.net.au

Ambaska Holdings Pty Ltd T/A Urban Concepts ACN 074 171 065 ABN 96 074 171 065

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1. Introduction

Ambaska Holdings Pty Ltd (ABN 96 074 171 065) trading as Urban Concepts (Urban Concepts, us, our) recognizes the importance of protecting the personal information you supply us and complies with the Privacy Act 1988 (Cth) (the Privacy Act) and the Australian Privacy Principles (APP's). Your personal information is collected, used, disclosed and protected as set out in this Privacy Policy.

By visiting our website <https://urbanconcepts.net.au/> (including mobile versions of the website) and any project specific websites we host from time to time (Site/s) and entering into business or other dealings with us, you expressly consent to our collection, use and disclosure of your personal information in the manner set out in this Privacy Policy.

2. What is personal information?

When used in this Privacy Policy, the term 'personal information' has the meaning given to it in the Privacy Act. Personal information is information or an opinion that identifies an individual. Examples of personal information include names, addresses, email addresses, phone and facsimile numbers. This policy does not apply to the information we collect and hold about employees and former employees in the course of their employment with us.

3. What personal information do we collect and hold?

Personal information we typically collect from you includes:

- (a) your name, signature, home address, phone number(s), date of birth, age, gender, email addresses, occupation, profession or job title, employment details including your work or business addresses;
- (b) any additional information relating to you that you provide to us directly including through our Site/s or indirectly through use of our Site/s or online presence and social media accounts, through our employees, contractors, representatives or otherwise; and
- (c) information contained in your resume or CV sent to us including employers and referees' details;
- (d) social networking data;
- (e) information you provide to us through feedback surveys, quizzes or forms. If you submit this information via a third-party platform, the collection, use, and sharing of your data will also be subject to the privacy policies and other agreements of that third party

Wherever lawful and practical, you will have the option of not identifying yourself when entering into transactions with us.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or an opinion about an individual's racial or ethnic origin, political opinions or associations, , religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health or genetic information and some aspects of biometric information.

If we collect Sensitive information from you, it will only be used by us for the primary purpose for which it was obtained, with your consent, or where required by the law.

4. How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. We collect personal information that you provide us:

- (a) over the phone, in correspondence (including by email or post), in person, via our websites and social media platforms;
- (b) via registration forms at our events, webinars and community consultations; and
- (c) during conversations and/or any written communications between you and our employees, contractors and other representatives.

Where necessary, we may also collect personal information from third parties such as our clients, credit reporting agencies, recruitment agencies, law enforcement agencies and other government entities and from our network of partners and affiliates. In such case we will take all reasonable steps to ensure that you are made aware of the information provided to us by the third party.

5. What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- (a) we may not be able to provide the services you requested, either to the same standard or at all or assess any application you have made to us;
- (b) we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful as a result; and
- (c) we may not be able to provide you with information about our services or about upcoming events that may be of interest to you.

6. For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you primarily for the purposes of providing you with our products and services and for the operation and administration of our business. In addition, we may collect, hold, use and disclose your personal information for the following related purposes:

- (a) to personalise your experience;
- (b) to send communications requested by you;
- (c) answering enquiries and providing information or advice about our business, existing and new products and services;
- (d) to assess the performance of our websites and improving the operation of those websites;
- (e) to assess the success of our marketing and advertising campaigns;
- (f) to conduct business processing functions including providing personal information to our contractors, service providers or other third parties;
- (g) for administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of Urban Concepts and its contractors, service providers or other third parties;
- (h) updating our records and keeping your contact details up to date;
- (i) to assess an applicant's suitability for a job with us;
- (j) providing your updated personal information to our contractors or service providers;

- (k) processing and responding to any complaint made by you; and
- (l) complying with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country.

We may also use this information to provide you offers and promotions from our partners and/or our affiliates without additional cost to you.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

7. Cookies and other tracking technologies

In some cases, Urban Concepts, and our service providers, may receive certain information associated with you and/or your device(s) as part of your use of our Site/s through browser or device-based tracking technologies such as cookies, pixels, tags, beacons, scripts, or other technology.

Cookies: A cookie is a small text file stored by the browser on your computer or mobile device when you visit a website, so that a website can 'remember' things about your previous and current visits. Cookies do not themselves collect personal information. The majority of web browsers automatically accept cookies. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

Google Analytics: We may use third-party analytic tools like Google Analytics that employ cookies to collect information about your use of our Site/s. You can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Web beacons are tiny electronic tags with a unique identifier that are sometimes embedded in websites, online ads and/or email, and that are designed to provide usage information like ad impressions (how many times an ad is viewed) or clicks, to measure popularity of the Services and associated advertising, and to access information from user cookies.

Unique Identifiers: Include IP addresses associated with the devices you use to access the Site/s, Advertising IDs, Cookie IDs, and other unique identifiers.

The information we collect from these tracking technologies may include information about how you access our Site/s and information about your activity on our Site/s. The information contained in the cookies may assist us with functions such as improved navigation and a high level of user friendliness. We may also use cookies to measure traffic patterns, analyze trends, administer the Site/s, to determine which areas of our Site/s have been visited and to measure transaction patterns in the aggregate. We may use this to research our users' habits to improve our products and services.

8. To whom may we disclose your information?

We may disclose and transfer your personal information for the purposes outlined above to:

- (a) our employees, clients and contractors on a need to know basis;
- (b) service providers located in Australia and overseas including without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators and debt collectors;
- (c) professional advisors such as accountants, barristers, solicitors, business advisors and consultants on a need to know basis;
- (d) to suppliers and other third parties with whom we have commercial relationships, for business, marketing and related purposes where you have consented; and
- (e) as required or authorised by law including to law enforcement, government or other organisations or where permitted under the Privacy Act and APP's.

Where we disclose personal information to our services providers located overseas, we will take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

9. Direct marketing materials

We may from time to time send you direct marketing communications and information about our products, services, webinars and community events. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. At any time, you may opt-out of receiving marketing communications from us by contacting us using the contact details below or by using the 'unsubscribe' facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

Unless you have consented, we do not provide your personal information to other organisations for the purposes of allowing them to send you direct marketing communications.

10. How can you access and correct your personal information?

You have certain rights to access personal information held by us. To request access or to find out what information we have about you, please contact us (see details below) and we will respond to your request within a reasonable period of time. In order to protect your personal information, we may require identification from you before releasing such information. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). Sometimes we cannot grant access to personal information (for example where it interferes with the privacy of others or would breach confidentiality). Where this is the case, we will provide written reasons why access has been denied.

If we provide you with access to personal information, we hold about you and you believe that personal information is inaccurate, out of date, incomplete, irrelevant or misleading, then you may request that we amend it.

We note that your rights under the Privacy Act to access and correct your personal information operate alongside and do not replace other informal or legal procedures by which an individual can be provided with access to, or correction of, their personal information, including the Freedom of Information Act 1982.

11. What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please email us at info@urbanconcepts.net.au with a full description of the issue. We will treat your requests or complaints confidentially. A representative of Urban Concepts will contact you within a reasonable time after receipt of your complaint (usually within 30 days) to discuss your concerns and outline options regarding how they may be resolved.

If you are not satisfied with our response, you may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

12. Security

Urban Concepts takes reasonable steps to ensure your personal information is stored securely to protect it from misuse, interference and loss and from unauthorised access, modification or disclosure. We may hold your information in either hard copy or electronic form, or both. When your personal information is no longer needed or required under any Australian law or a court or tribunal to be retained, it will be securely destroyed or de-identified.

As our websites are linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online (including by email). Accordingly, any personal information or other information which you transmit to us online (via our website, social media platforms or by email) is transmitted at your own risk.

13. Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party websites and we are not responsible for the privacy policies or the content of any third-party websites. Third party websites are responsible for informing you about their own privacy practices.

14. Changes to our Privacy Policy

We may modify our Privacy Policy from time to time and when we do so, the updated version will be posted on our website.

Contacting us

If you have any queries about our Privacy Policy please contact our office at:

Urban Concepts

Address: Suite 1A Gunshot Alley, 58 Suakin Drive, Mosman NSW 2088

Postal Address: PO BOX 495 Milsons Point NSW 1565

Phone: 02 9964 9655

Email: info@urbanconcepts.net.au

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