



State of Matter Privacy Policy

State of Matter Consulting Pty Ltd
State of Matter Project Services Pty Ltd

Last Updated 1 July 2020

Contact Details:

Privacy Officer: privacy@sofm.com.au
Address: Creative Cubes, Level 5, 111 Cecil Street, South Melbourne Vic 3205
Telephone: (03) 9429 7172

State of Matter Consulting Pty Ltd ACN 609 344 210
State of Matter Project Services Pty Ltd ACN 627 651 021

Privacy Policy

State of Matter Consulting Pty Ltd and State of Matter Project Services Pty Ltd (we, our, us (respectively)) recognise the importance of protecting the privacy under the Privacy Act 1988 (Cth) (Act) and the rights of individuals in relation to their personal information. This document is our privacy policy, and it tells you how we collect, hold, use and disclose your personal information.

1. What Personal Information do we collect and hold?

We may collect the following types of personal information:

- name
- mailing or street address
- email address
- telephone number
- facsimile number
- age or birth date
- profession, occupation, or job title
- details of the services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those services and to respond to your enquiries
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise
- information you provide to us through visits by our representatives from time to time.

2. How do we collect and hold your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website
- during conversations between you and our representatives
- when you complete a survey.

We may also collect personal information from third parties, including from third party companies such as customers, credit reporting agencies, law enforcement agencies and other government entities.

Personal information which we collect is stored by us and by third party service providers which provide data storage and hosting services to us. For more information on how we secure your personal information, please see Security section below.

What happens if we cannot collect your personal information?

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

- we may not be able to provide the requested services to you, either to the same standard or at all
- we may not be able to provide you with information about services that you may want, including information about discounts, sales, or special promotions
- 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

3. Cookies

A cookie is a small text file that has a limited lifetime. Information supplied by cookies helps us to understand how people use our website, so that we can analyse the data to give site visitors a better user experience.

We use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our website. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

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

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

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

- to provide services to you and to send communications requested by you
- to answer enquiries and provide information or advice about existing and new services
- to assess the performance of the website and to improve the operation of the website
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties
- for administrative, marketing (including direct marketing), planning, service development, quality control and research purposes
- to update our records and keep your contact details up to date
- to process and respond to any complaint made by you
- to comply 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 (or political sub-division of a country)

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

5. To whom may we disclose your information?

We may disclose your personal information to:

- our employees, contractors and service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and
- any organisation for any authorised purpose with your express consent.

6. Direct Marketing Materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax 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. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

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

You may request access to any personal information we hold about you at any time by contacting us (see the details below). 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). We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would have an unreasonable impact on the privacy of others or if it would be unlawful. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete, or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

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

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it and respond to you about your concerns.

9. Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to our third-party suppliers and service providers located overseas for some of the purposes listed under 'To whom may we disclose your information?'. This is limited to our data hosting and other IT service providers, where some information may be stored in their Asia Pacific (APAC) datacentre, which is located in Singapore and Hong Kong.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

10. Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification, or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is 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. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

11. 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 website and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing you about their own privacy practices.

12. Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Privacy Officer
State of Matter Consulting
Post: Creative Cubes
Level 5
111 Cecil Street
South Melbourne Vic 3205
Tel: +61 (03) 9429 7172
Email: privacy@sofm.com.au

13. Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on 1 July 2020.