

## **COR PERFORMANCE PTY LTD PRIVACY POLICY**

### **Your privacy is important**

KEVIN HUMPHREYS is a trading name of COR PERFORMANCE PTY LTD and any interactions with Mr Kevin Humphreys and/or [www.kevinhumphreys.com.au](http://www.kevinhumphreys.com.au) is an interaction with COR PERFORMANCE PTY LTD.

This statement outlines the privacy policy of **Cor Performance PTY LTD (CP)**. The policy confirms how CP uses and manages personal information provided to or collected by it.

Cor Performance is bound by the Australian Privacy Principles (APP) contained in the Commonwealth Privacy Act and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The APPs establish how a business may collect, use, disclose and store Personal Information and how individuals may access and correct Personal Information which a business holds about them.

This Policy is not exhaustive and where the Policy does not cover a particular set of circumstances CP will act in accordance with the Privacy Act and any specific guidelines that may apply to CP.

Cor Performance may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to CP operations and practices and to make sure it remains appropriate to the changing legal environment. Changes and clarifications will take effect immediately upon their posting on the website.

### **What kind of personal information does CP collect and how is it collected?**

Cor Performance receives, collects and stores any information you enter on our website or provide to CP in any other way. In addition, we collect the internet protocol (IP) address used to connect your computer to the internet. We may also collect session information if you enable additional cookies.

The type of information CP collects and holds includes (but is not limited to) personal information, about:

- Personal details including name, postal address, email address, payment details and phone numbers.
- Business Personal details including name, postal address, email address and phone numbers.

We collect non-personal and personal information for the following purposes:

- To provide and operate CP services;
- To provide our users with ongoing customer assistance and support;
- To be able to contact our visitors and users with general or personalised service-related notices and promotional messages;

- To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

Cor Performance does not store any sensitive information.

### **Personal Information you provide**

Cor Performance will generally collect personal information held about an individual by way of: website transactions, phone calls, forms, meetings and purchases. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

### **Personal Information provided by third parties**

In some circumstances CP may be provided with personal information about an individual from a third party, for example a referral. Such information will be treated in accordance with this Policy.

### **How will CP use the personal information you provide?**

Cor Performance will use your personal information for direct marketing where you have provided consent and said marketing will contain an unsubscribe/opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented. This material will also contain an opt out.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about CP, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement CP may have with you. For these purposes we may contact you via email, telephone, text messages and postal mail.

### **Who might CP disclose personal information to?**

Cor Performance may disclose personal information, held about an individual to:

- government departments (only if required by law);
- people providing services to CP; and
- anyone you authorise CP to disclose information to.

### **Sending information overseas:**

Cor Performance's customer resource management system, web provider and payment gateways may store and process Personal Information in the USA, Europe, Israel, or other jurisdictions, whether by themselves or with the help of their affiliates and service providers.

By submitting your personal information to us, you expressly consent to the disclosure, transfer, storage or processing of your personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia may not have the same privacy protection obligations as Australia in relation to personal information. If your personal information is mishandled in any jurisdiction, we disclaim responsibility, and you will not have a remedy under Australian law.

### **Management and security of personal information**

Cor Performance staff are required to respect the confidentiality of personal information and the privacy of individuals.

Cor Performance has internal procedures to protect the personal information CP holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records, passworded access and multi-factor authentication rights to computerised records.

Cor Performance's data breach response plan will be enacted in the unlikely event of a privacy or data breach.

When you use our website, certain essential cookies for website functionality will be active to maintain the continuity of your browsing session and remember your details when you return. You have the choice to enable additional cookies that assist our marketing, analytical and functional purposes.

You have the right to check what personal information CP holds about you. Note that Cor Performance may require you to verify your identity.

### **How long will CP keep my information?**

If you don't want us to process your data anymore, your personal information will be de-identified, deleted or destroyed. If you have not rescinded permission for CP to hold your personal information, your personal information will be retained.

### **Enquiries and privacy complaints**

If you have any concerns, complaints, you think there has been a breach of privacy, or if you would like further information about the way CP manages the personal information it holds, please contact us at [welcome@kevinhumphreys.com.au](mailto:welcome@kevinhumphreys.com.au).

If we have not dealt satisfactorily with your concerns via email/phone, we will meet with you to discuss them further.

If you are not satisfied with our response to a complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666