

# Bendelta's Privacy Policy

## Purpose

This Privacy Policy ("Privacy Policy") explains our online and offline information practices, the information we may collect, how we process and use that information, and how you can opt out of, or change the way that your personal information is processed.

## Scope

Bendelta Pty Ltd (ABN 58 105 151 326 / ACN 105 151 326), hereafter referred to as "Bendelta", is a strategic leadership consultancy with Head Office in Sydney and offices in Melbourne, Canberra and Brisbane. Bendelta also has global affiliations and presence in the UK, North America and Asia.

For the purposes of this Privacy Policy, Bendelta and its related entities will collectively be known as "Bendelta". As part of the business operations of Bendelta, all the information you provide may be transferred or accessed by Bendelta's offices around Australia and the world in accordance with the provisions of this Privacy Policy.

This Privacy Policy sets out how we protect an individual's personal data and provides information on:

1. the nature of the data we collect;
2. how data is used, and who it may be disclosed to;
3. how data is stored, retained and secured;
4. the legal basis of our processing personal data; and
5. your rights in relation to the personal data we collect.

## Background

Information can be sensitive by its nature, and can also be sensitive due to regulations and industry standards. The types of sensitive information Bendelta collects and uses can include:

- Employee information
- Client information (both for client companies and for people as individuals)
- Financial information
- Company patents, business plans, and other intellectual property
- Company business records and planning materials, including our client list
- Copyrighted materials, both which our company creates and those which we obtain under license from others

This information may reside on our computer systems or backup devices, be on paper, or be in people's minds. All locations must be properly controlled.

The rules by which information is handled are determined by the regulations, business requirements, and company commitments relating to that type of information. Put together, these are called the *significance* of the information.

Every employee, vendor, contractor, supplier, agent or representative of our company must be aware of the significance of the information being handled, and ensure that proper controls are applied to prevent copying, disclosure, or other misuse of the information.

Our company relies upon employees and business partners to properly develop, maintain, and operate our systems, networks, and processes which keep our sensitive information safe and properly used. This means that every person and organisation handling our information has the responsibility to keep the information safe, no matter where the information is located. This includes computing systems, networks, paper copies, business processes, and verbal transmission of information.

This Privacy Policy is a part of the overall security and privacy effort of our company. Penalties for violating this policy may include disciplinary actions up to termination of employment, or termination of the business relationship with our company.

## Our commitment

Bendelta is committed to protecting the privacy of its employees' and clients' personal data and the responsible use of such information in accordance with the relevant laws which relate to data privacy and handling of such information. We have developed this Privacy Policy to explain how we collect, store, use, process and disclose your personal data – online, offline and across regions. Wherever possible:

- We will meet all applicable requirements in properly protecting the information, including:
  - Laws
  - Regulations
  - Industry standards
  - Contractual commitments
- The protections we apply to information assets will be in proportion to the value and sensitivity of the information, and will balance the sensitivity of the information against:
  - The cost of controls
  - The impact of the controls on the effectiveness of business operations
  - The risks of disclosure, modification, destruction, or unauthorised use of the information
- We will protect all types of sensitive information, including but not limited to:
  - Medical
  - Financial
  - Credit
  - Business transaction and planning
  - Personal information, both of our employees and of our clients
- We will ensure that these controls are accepted by all employees, vendors, service providers, representatives and associates of our company who may have access to our information. This includes ensuring that all personnel at all levels are aware of, and are held accountable for safeguarding information assets.
- We will ensure that access to information is controlled, and based upon, job function and need-to-know criteria.
- We will maintain proper business continuity and security procedures, including information systems, networks, resources, and business processes.
- We will report any suspected or actual breach of these policies, and will cooperate with investigative agencies.
- We will comply with other, related policies, including the company's privacy policies.

At our discretion, we may make changes to the Privacy Policy in accordance with legislative changes and business requirements. The most current version of the Privacy Policy will be posted on the Bendelta website ([www.bendelta.com](http://www.bendelta.com)). In this Privacy Policy, "we", "our" and "us" refers to Bendelta and its related entities; and "you", "your" and "yours" refers to our clients and third parties, excluding employees of Bendelta.

## To employees

Our company values each employee, and so has a commitment to protect the personal information that we handle on behalf of the employee.

It is our policy that:

- Our company will collect only that information about employees that is needed and relevant.
- Our company will strive to make certain that personal information about employees is kept accurate and up-to-date.
- Our company will use appropriate controls to ensure that this information is kept secure, and is only viewed or used by the proper personnel.
- Information about employees will not be disclosed to any external parties unless appropriate.
- Employees will be told how they can review information about them, make updates, and report problems.

- Our company will comply with applicable laws, regulations, and industry standards when protecting employee information.
- We hold our employees, vendors, contractors, suppliers, and trading partners to meet this same set of policies.

## To clients

It is a part of our company's core values that we will properly value and protect any information entrusted to us about our clients. This policy describes how we will safeguard personal and company information, to ensure peace of mind when dealing with Bendelta.

It is our policy that:

- Our company will collect only that information about clients that is needed and relevant.
- Our company will not disclose information to other parties unless clients have been properly notified of such a disclosure and have given their consent
- Our company will strive to make certain that information about clients is kept accurate and up-to-date.
- Our company will use appropriate controls to ensure that this information is kept secure, and is only viewed or used by the proper personnel.
- Our company will comply with applicable laws, regulations, and industry standards when protecting employee information.
- We hold our employees, vendors, contractors, suppliers, and trading partners to meet this same set of policies.

## Your commitment

By engaging with Bendelta, you acknowledge that you have reviewed the terms of this Privacy Policy and agree that we may collect, use, process and transfer your personal data in accordance with this Policy. If you do not agree with these terms, you may choose not to provide any personal data and not to use our site. However, you may then not be able to use our products or services. This Privacy Policy also forms part of the Terms and Conditions for ordering and purchasing Bendelta's products and services.

Please read this Privacy Policy carefully for a clear understanding of how we collect, use and handle your personal data on our website.

## The nature of the data we collect

### Types of personal data we collect

Bendelta will collect, store, use, process and disclose personal data in the manner permitted by law. Personal data is any information or an opinion about an identified or identifiable natural person (“data subject”). The personal data collected, stored, used, processed and disclosed by Bendelta that is required for use of our website, events, projects and/or research may include your name, an identification number, date of birth, gender, postal and email address, phone number, contact preferences, and information relating to your employer and employment status. When you apply for or we need to facilitate a specific product or service, we may also collect information from you related to that product or service.

If you apply for employment with Bendelta, we may collect and process information about you such as employment history, qualifications, residency status, background check and other information required as part of the recruitment process. In that regard, we may also collect sensitive information or special categories of data such as health or medical information, racial or ethnic origin, and criminal convictions. You acknowledge and give your consent for Bendelta to collect, store, use, process and disclose any such information and personal data for the purpose of assessing your application for employment with Bendelta.

### How we collect personal data

Bendelta collects your personal data in various ways, such as over the phone, via email, over the internet if you transact with us online, when you register on our website, fill out a form, etc. We may also collect personal data about you from third parties, including (but not limited to) from our partners, suppliers, agents and affiliates.

When using on our website, as appropriate, you may be asked to enter your personal data such as your name or email address. We may ask for further personal data that identifies you, including your mailing address, phone number, and contact preferences.

In particular, your personal data is likely to be collected when you participate in the following activities:

- Purchase a product or service from Bendelta
- Attend/participate in a Bendelta program, webinar, conference, event or exclusive content
- Subscribe to email communications and/or newsletters
- Contact Bendelta with a query
- Participate in an online survey and/or research activity
- Bendelta marketing/promotional activities.
- Use the Bendelta website
- Visit one of Bendelta’s offices

You may visit our website anonymously or choose not to give us your personal data. However, without your personal data, we will not be able to provide you with the products or services which you may request of us nor will we be able to respond to any of your queries.

If you provide personal data to Bendelta about another person, then you are responsible for telling the other person that you have provided their personal data to us. You must inform them that Bendelta may use their personal data, and refer them to this Privacy Policy. By providing personal data relating to another person to Bendelta, you authorise that you are legally permitted to provide such personal data, and Bendelta will not be responsible for verifying any such authorisation.

## How data is used, and who it may be disclosed to

### Purposes for using your data

Bendelta may collect, store, use, process and disclose your personal data (and you consent to us doing so) for the following purposes:

- To personalise your experience as a participant/stakeholder in one of our projects and to allow us to deliver the type of content and offerings in which you are most interested
- To improve the Bendelta website to better serve you
- To enable Bendelta to respond promptly to your service requests
- To administer a contest, promotion, marketing survey or other site feature
- To facilitate payment transactions
- To review Bendelta services or products
- To communicate with you as a follow up to any queries via the website, email or phone
- To provide the service(s), information or products you have requested or to carry out the transaction(s) you have authorised (or we may disclose this information to authorised Bendelta partners to undertake this activity on our behalf)
- For research and development to improve Bendelta's product offerings/solutions to you
- For job applications within Bendelta, to review your skills and experience for employment
- Where such use and process is required to ensure compliance with a legal obligation of Bendelta
- To allow you access to one of Bendelta's offices

### Third Parties to whom we may need to disclose your data

In providing our products and services to you, and insofar as reasonably necessary for those purposes, we may need to disclose your personal data to third parties including:

- Bendelta's suppliers, subcontractors, agents, solicitors, professional advisers, government regulatory bodies, tribunals, courts of law, debt collection agents, insurers and to their respective related entities
- A third party platform such as Eventbrite (event management to register Bendelta hosted events, workshops and webinars), Qualtrics (experience management platform to deliver surveys and analyse data), Poll Everywhere (live polling to gather opinions within workshops, meetings, events and webinars), and TeamGo (visitor management system to manage visitors to Bendelta's offices). These third parties have their own privacy policies and may be data controllers in their own right in relation to the personal data we disclose to them.
- Payment services providers in relation to financial transactions relating to our services, including processing payments.
- In relation to disclosure necessary for compliance with a legal obligation applicable to Bendelta, we may also disclose your personal data in circumstances where necessary in legal proceedings, whether in or out of court.

Except as provided in this Privacy Policy, Bendelta will not disclose your personal data to a third party unless the disclosure is required or authorised by law, in an emergency or in the event of an investigation of suspected criminal activity.

## How data is stored, retained and secured

### Storing your data securely

Bendelta has implemented security measures to protect personal data received from you. For many of our clients, these measures must adhere to strict standards and requirements, including:

- Your personal data is password-protected, encrypted, and fully backed up in a secure offsite location.
- Your personal data is contained behind secured networks and is only accessible by a limited number of persons duly authorised by Bendelta, and required to keep the information confidential.
- Bendelta uses malware scanning. Bendelta's website is scanned on a regular basis for security holes and known vulnerabilities to make your visit to Bendelta's website as safe as possible.

Notwithstanding the security measures implemented by Bendelta, you should be aware that there are risks in transmitting information across the internet. While Bendelta takes measures to protect your personal data, we cannot warrant the security of any information transmitted to Bendelta online and users of our website do so at their own risk.

### Retaining your data

We will retain your personal data for the period necessary to fulfil the purposes outlined in this Privacy Policy. In most cases it may not be possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention based on the period required by applicable law. At a minimum, in most cases, we will retain your data for a minimum of 7 years to fulfil our obligations as an employer of registered psychologists.

Beyond the timeframes outlined above, Bendelta will destroy or de-identify your personal data if it is no longer needed for the purpose for which it could be used or disclosed in terms of applicable law.

### International transfers of personal data

In certain circumstances we may need to transfer your personal data to countries outside the country in which the data was collected (or, in the case of personal data collected within the European Economic Area ("EEA"), to countries outside the EEA) including our offices and affiliates around the world (currently located in Australia, the UK, North America and Asia). International transfers of your personal data will be protected by the appropriate safeguards, namely the standard data protection model clauses adopted by the European Commission or a supervisory authority, which we will incorporate into our agreements with such transferees of personal data. You can find a copy of model contract clauses for transferring personal data outside the EEA at: [https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en).

As a customer or website user of Bendelta, you give your consent to Bendelta to transfer or grant access to your personal data within the company. All data is transferred or accessed using either a secure transport layer or encrypted algorithm. This is available to staff across all regions within Bendelta, with individual staff authentication required.

### Cloud storage of personal data

We may store data on remote servers operated by a cloud service provider rather than storing it on our own servers. Regardless of where you use our services or provide information to us, we endeavour to ensure that sensitive personal data is stored and hosted on servers within Australia. Nonetheless, without express written request otherwise, information may be transferred to and maintained on servers located outside the country in which the data was collected (or, in the case of personal data collected within the EEA, to countries outside the EEA). By providing any data, you hereby expressly consent to such transferring and processing of your data in such third countries.

All data is stored with secure methods and with limited/restricted access to persons authorised by Bendelta.

## The legal basis of our data processing

In addition to Bendelta's safeguards as contained in this Privacy Policy, the relevant local laws protect your personal data:

- **Australia** - The Australian Privacy Principles ("APPs") are contained in schedule 1 of the Privacy Act 1988 (Cth). Bendelta must comply with the Australian Privacy Act as to how to handle, use and manage personal information (as defined in the Australian Privacy Act 1988 (Cth)).
- **UK** - Your personal data is protected in the UK by the Data Protection Act 1998 which requires data controllers to ensure that your personal data is processed lawfully and fairly. The EU Directive 2016/679 for the General Data Protection Regulation ("GDPR") came into force on 24 May 2016 and application from 25 May 2018. The GDPR unified data protection laws within the EU and the export of personal data of EU residents outside the EU. To-date, the GDPR is being implemented by the UK despite Brexit.
- **U.S.** - Data privacy is not currently highly regulated in the U.S. Although partial regulations exist, there is no all-encompassing law regulating the acquisition, storage, or use of personal data in the U.S. With the exception of California, very few states recognise an individual's right to privacy. The U.S. believes in self-regulation of data protection by companies.

## Your related rights

You have certain rights under law regarding your personal data. These are set out in the table below (some of these may only apply to data affected by the GDPR):

- **Your right to be informed.** You have the right to be informed about our collection and use of your personal data. It is important that we are transparent about this.
- **Your right of access.** You have the right to obtain confirmation as to whether your personal data is being processed, and where this is the case, access to your personal data (provided it does not adversely affect the rights and freedoms of others) and to obtain from us certain information relating thereto, including (but not limited to):
  - the purposes of the processing;
  - the categories of personal data concerned;
  - the recipients of your personal data;
  - the envisaged period that we will hold your personal data for.
- **Your right to request rectification.** You have the right to require us to: rectify any inaccurate personal data we hold about you without undue delay; complete any incomplete personal data, taking into account the purposes of the processing.
- **Your right to erasure (right to be forgotten).** You have the right to request that your personal data be erased without undue delay. We will be required to comply with such a request without undue delay in certain circumstances, including (but not limited to) where:
  - the personal data is no longer necessary in relation to the purpose for which it was collected;
  - you withdraw consent on which the processing of such personal data is based;
  - the personal data has been unlawfully processed.

In certain circumstances, we will not be required to comply with such requests, including (but not limited to) where the processing of such personal data is necessary for:

- compliance with a legal obligation;
  - the establishment, exercise or defense of legal claims.
- **Your right to restrict processing.** In certain circumstances you have the right to restrict our processing of your personal data, including (but not limited to) where:
    - you contest the accuracy of such personal data;
    - the processing of such personal data is unlawful, you object to the erasure thereof and prefer that the processing thereof be restricted instead;
    - we no longer need the personal data for the purposes of processing, but you require it for the establishment, exercise or defense of legal claims.

In such circumstances, we may continue to store your personal data, and may only process it with your consent:

- for the establishment, exercise or defense of legal claims;
- for the protection of the rights of another natural or legal person; or

- for reasons of important public interest.
- **Your right to data portability.** Provided it does not adversely affect the rights and freedoms of others, you have the right to obtain and reuse your personal data for your own purposes.
- **Your right to object.** You have the right to objects, on grounds relating to your particular situation, to:
  - processing your personal data based on legitimate interests or the performance of a task in the public interest/exercise of official authority;
  - processing your data for direct marketing purposes; and
  - processing your personal data for scientific, historical research or statistical purposes, unless the processing is necessary for the performance of a task carried out for reasons of public interest.
- **Your right to withdraw consent.** You have the right to withdraw your consent to us using and processing your personal data at any time. The lawfulness of any processing based on consent before such withdrawal will not be affected.
- **Your right to lodge a complaint with a supervisory authority.** You have the right to lodge a complaint with a supervisory authority if you consider the processing of your personal data an infringement of your rights under applicable privacy laws.

If you wish to speak to us in relation to any of your rights, please contact our data protection officer at the address set out below.

## Other privacy information

### Links to Third Party sites

The Bendelta website may provide links to other sites for your convenience and information. These websites may be operated by companies other than Bendelta. Linked websites may have their own privacy policies. Bendelta is not responsible for the content or privacy practices of any linked websites that are not operated by Bendelta.

### Blogs and other interactive services

Bendelta may provide blogs, online forums or other interactive services on its website and third party platforms that enable users to post and share information. Any information posted or shared by users through blogs, online forums or other interactive services will become public information and will be available to other users who access these platforms.

### Cookies

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the site's or service provider's systems to recognise your browser and capture and remember certain information.

We use cookies to understand and save user preferences for future visits and compile aggregate data about site traffic and site interactions to offer better site experiences and tools in the future.

Data collected through the use of cookies may include personal data (and therefore will be regulated by applicable privacy laws) if the data subject is an identified or identifiable natural person.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings.

If you disable cookies, some features will be disabled. As a result, your site experience may be less efficient.

### Direct marketing

We do not sell, trade, or otherwise transfer to third parties (other than as set out in this Privacy Policy) your personal data for the purposes of direct marketing. However, we may provide non-personally identifiable user data to third parties for marketing, advertising, or other uses.

You will have a choice to opt out of any of our marketing activities, and Bendelta will respect your request not to receive marketing material. We will implement your request to opt out of all marketing activities as soon as practicable upon receipt of your request.

### Unsubscribe from emails

If at any time you would like to unsubscribe from receiving future emails, you can email us at [info@bendelta.com](mailto:info@bendelta.com) and we will promptly remove you from all correspondence from us.

### Children and minors

Bendelta considers a child/minor to be anyone under the age of 18 years. We do not knowingly seek or collect personal data from children without the consent of a parent or guardian. If Bendelta becomes aware that personal data that has been submitted relates to a child without the consent of a parent or guardian, Bendelta will use reasonable efforts to delete that personal data from its files as soon as possible. Bendelta will also ensure, where deletion is not possible, such personal data is not used further for any purpose, nor disclosed further to any third party.

### How to contact us

You can contact us in writing about how we have handled and do handle your personal data at any time. At all times, privacy complaints and requests will be treated seriously and in a confidential manner without affecting any existing commercial arrangements between you and Bendelta.

Our data protection officer is responsible for all matters relating to privacy and data protection. He/she can be reached at the following address:

Data Protection Officer  
Bendelta (Head Office)  
Level 12, 2 Bligh Street  
Sydney, NSW 2000  
Australia  
Email: [info@bendelta.com](mailto:info@bendelta.com) (Attention: Data protection officer)

Our data protection officer will commence an investigation into your complaint/request, and inform you of the outcome of your complaint/request within a reasonable time following the completion of the investigation, and otherwise in accordance with time frames set out in privacy laws.