

Trade for **Good.**

Trade For Good Pty Ltd

Privacy Policy

www.tradeforgood.com.au

November 1, 2020

Trade For Good Ltd ACN 643 105 999 (referred to as **we, us** or **our**) have a duty to protect the privacy of your Personal Information in accordance with the National Privacy Principles set out in the Privacy Act 1988 (*Cth*).

This Privacy Policy describes the manner in which we collect, hold and use Personal Information. If you wish to make any inquiries regarding this Privacy Policy, you should contact our Privacy Officer in any of the ways specified in clause 9

We may, from time to time, review and update this Privacy Policy including, to take into account new laws, regulations and technology. All Personal Information held by us will be governed by our most recent Privacy posted on our website.

<http://www.tradeforgood.com.au>

What is "Personal Information"?

"Personal Information" is any information or opinion about a person, whether true or not, from which that Person may be identified.

When do we collect Personal Information?

We collect your Personal Information in a variety of ways to allow us to conduct our business functions and to market our products.

The Personal Information we may collect includes your name, gender, date of birth, contact details (including personal or work email, residential and postal addresses), credit card, bank account, HIN (Holder Identification Number), SRN (Security Reference Number), information (where applicable).

We may collect Personal Information when you: register for our Products or services; visit our website; download our app; request information from us or about us; provide feedback, complete surveys; submit information to or through the website, solution or app; or contact us by telephone, facsimile, LiveChat, email, post or in person.

We may also collect Personal Information about you via third parties, such as those that facilitate the use or communication of our products, services, programs, or activities (as the case may be) (Services). However, we will only collect your Personal Information from third parties if it is not reasonable or practical to collect this information directly from you.

Primary functions and Services which may include the following: to provide you with information or Services you have requested; to promote and market our Services to you, to personalise and customise your experiences on our website, solution or app; to communicate with you, to provide you with ongoing information about us in which you may be interested; to conduct research for the purposes of improving our existing Services or creating new Services; and to give you the opportunity to receive emails and other advertising material.

We may collection and use your Personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect and/or use your Personal Information. We will only collect and use your Personal Information in accordance with this Privacy Policy. If you choose not to provide your Personal Information to us for the purposes set out in this Privacy Policy, we may not be able to undertake certain activities for you.

To whom we disclose your Personal Information

Depending of the nature of your engagement with us, we may disclose your Personal Information to our services providers and all other parties requiring information sharing to provide services requested by the client.

We may also disclose your Personal Information to our website, solution or app host, software application providers or infrastructure providers in certain limited circumstances, for example when our website, solution or app experiences a technical problem or to ensure that it operates in an effective and secure manner, cooperating with law enforcement authorities in the investigation of suspected criminal violations or if there has been a breach of this Privacy Policy (including in the event of a complaint involving you, gathering information from you and examining your transmissions and materials of servers or any networks).

Marketing

We may use your personal information to provide you with promotional material about us or the Services offered by us. If you do not wish to receive such material, you can contact our Privacy Officer as specified in clause 9, so that your name can be removed from our marketing lists.

Unless otherwise specified in this Privacy Policy, we will not disclose any of your Personal Information to any other organisation unless the disclosure is required by law or is otherwise permitted by the National Privacy Principles of the State Privacy Principles.

Finding out what Personal Information we hold about you

You are entitled to access Personal Information that we hold about you. If you request access to your Personal Information, we will grant your request unless providing you with access would unreasonably impact upon the privacy of others or is not otherwise permitted under the National Privacy Principles or the State Privacy Principles. If we refuse your request to access your Personal Information, we will Provide you with reasons for the refusal.

A request for access can be made by contacting our Privacy Officer as specified below.

Cookies

We may use cookies and other technologies to grant you access to certain parts of our service and to monitor traffic patterns, customise settings to suit your account behaviour, manage advertising and other activities.

External Websites

Our service contains references or links to other websites. Those references or links may in turn refer or link to other references or links. None of the Trade For Good, or its directors, officers, employees or agents are responsible for any privacy policies or practices of any of those external websites.

Updating, storage and security of Personal Information held by us

Additional detailed information regarding the safeguarding of Personal Information can be viewed at the following website: <https://www.tradeforgood.com.au>

However, we take reasonable steps also to: make sure that the personal information we collect, use or disclose, is accurate, complete and up to date; protect the personal information we hold from misuse and loss; protect the personal information we hold from unauthorized access, modification or disclosure; and permanently delete personal information if it is no longer needed for our business functions or purposes.

You can update you contact and Personal Information at any time by contacting our Privacy Officer. If we find that we have no further need for your Personal Information we may remove it from our systems and destroy all record of it. We welcome any changes to your details in order to keep our records up to date.

Some of the parties with which we exchange your personal information (including trading and charity information), such as our service providers and other third parties listed above, may be located outside Australia. A list of countries where we are likely to disclose personal information to is set out in Appendix A.

What to do if you have a question, problem or complaint about our use of your Personal Information or this Privacy Policy

If you have query or complaint in relation to this Privacy Policy, please contact our Privacy Officer as follows:

email: info@tradeforgood.com.au

write to: **Privacy Officer Po Box 256, Flinders Lane, VIC 8009**

Appendix A – Offshoring of Information

Pipedrive databases of users in Europe, Africa, India, Israel, Turkey and Kazakhstan are hosted in Frankfurt while data from users in other countries is stored in data centres in the United States.