



## Client Confidentiality Policy

### **Data Security**

We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and we review and update our security measures in light of current technologies.

We have implemented MILITARY GRADE encryption (5 nines) measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Service, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet cannot be guaranteed to be completely secure. Although we do our best and take all reasonable steps to protect the personal information you transmit to us through our online products and services, we cannot guarantee the security of your personal information transmitted to or through our Service.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

As part of the Connect Psych engagement process, we will need to obtain personal information from the employee to authenticate and verify the user's identity and confirm employment at the relevant organisation. This information however is not stored, saved or recorded as we are only capturing the information for authentication purposes.

Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Service. You agree to hold harmless for any damages that may result from such unauthorised access or use.

### **Links to external websites**

Our websites may contain hyperlinks to websites not controlled by us. We cannot and do not provide assurances of privacy and information security related to such websites.

### **Collecting Information from Users**

#### *IP Addresses*

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

to disable cookies, but this may result in loss of some or all of the site's functionality.



### ***Non-personal Information***

Certain non-personal information may also be collected by the site. This may include: browser name, the type of computer and technical information about a user's means of connection to our site, such as the operating system and the Internet service provider utilised and other similar information. This information is used to customise the user's experience of our site, and to assist in managing the site and its supporting infrastructure.

### **Access to Information**

We will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us using the details on our website, to have the information corrected.

Registered users can access their information by logging into the website and viewing their account.

Our contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.

### **Changes to this privacy policy**

We have the discretion to update this privacy policy at any time. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### **Your acceptance of these terms**

By using this site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our site. Your continued use of the site following the posting of changes to this policy will be deemed your acceptance of those changes.

### **Problems or questions**

If we become aware of any ongoing concerns or problems with our web sites, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us by using the "Contact Us" feature on our website.

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's web site: <https://www.privacy.gov.au/>.