



PRIVACY POLICY & STATEMENT



Your rights concerning privacy

Vennu Pty Ltd ABN 45 618 897 591 (**Vennu**) understands the importance of protecting the privacy of personal information. This statement sets out how Vennu aims to protect the privacy of your personal information, your rights concerning your personal information managed by Vennu and the way Vennu collects, uses and discloses your personal information.

In handling your personal information, Vennu will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and with the Australian Privacy Principles in the Privacy Act. This policy statement may be updated from time to time.

Our privacy policy does not create any rights or obligations for either you or us in addition to those imposed by the Privacy Act.

What kinds of personal information does Vennu collect and why do we need this information?

We collect personal information when you:

- interact with us through the phone, in person, via email or through our Website and platform and you provide us your details;
- purchase or subscribe to our products or services; or
- subscribe to our mailing list.

We collect personal information to:

- improve or customise our products and services;
- provide our product or service to you;
- communicate with you;
- offer you promotional product or market our product that you are interested in;
- keep our customer database;
- to investigate any complaints that you make;
- to investigate whether you are in breach of our Terms of Use;
- verify your identity;
- comply with the law or to use your information as permitted under the law; and
- use your information for purposes that are related to the above.

We collect and hold following types of personal information:

- your contact details that may include your name, postal address, telephone number and email address;
- optional personal information that you consent to provide; and
- optional surveys that provide personal information including whether you like our services and what you like or do not like.

We may use your personal information for the purposes of undertaking statistical analysis of users and providing benchmarking figures to other users however we will not disclose any specific personal information or any information that could identify you. You consent to our use of such information.

We will only collect your personal information using fair and lawful means.

We do not store credit card details as we use payment gateways and/or a third-party processor.

If we receive unsolicited personal information, we may destroy it or ensure that it is de-identified if it is lawful and reasonable to do so.

How does Vennu collect personal information?

Generally, Vennu collects your personal information directly from you, though there may be other occasions when Vennu, through its website, collects your personal information from other sources.

Who does Vennu disclose your personal information to?

Vennu discloses your personal information for the purpose that Vennu collects it. That is, generally, Vennu will only disclose your personal information for a purpose related to the provision of Vennu's services through its website and platform. This may include disclosing your personal information to third parties engaged to perform administrative or other services to Vennu. This disclosure is always on a confidential basis. Vennu may also disclose your personal information with your consent or if disclosure is required by law.

Security of your personal information

Vennu will take all reasonable steps to ensure that the personal information it holds is protected against misuse, loss, unauthorised access, modification or disclosure. Vennu holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

All credit card transactions are implemented under industry-standard Secure Sockets Layer (SSL) protocol with AES-256 encryption.

For credit card transactions we use a third-party processor and/or payment gateway (e.g. Stripe) that we may change from time to time so that:

- payments are processed in real-time; and
- we do not have access to your credit card numbers.

We use a database management system to store most of our personal information and it contains security features, such as encryption, firewall and anti-virus, to ensure the protection and integrity of our data.

Can you access the personal information that Vennu holds about you?

Under the Privacy Act, you have a right to access your personal information that is collected and held by Vennu. If at any time you would like to access or change the personal information that Vennu holds about you, or you would like more information on Vennu's approach to privacy, please contact Vennu at [Vennu support](#).

To obtain access to your personal information, you will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected.

Vennu will take all reasonable steps to provide access to your personal information within 30 days of your request. In less complex cases Vennu will endeavour to provide information within 14 days.

If providing you with access requires a detailed retrieval of your personal information, a fee may be charged for the cost of retrieval and supply of information. We will notify you of any charges before they are incurred.

How to contact us

For further information or enquiries regarding your personal information, please contact Vennu's Privacy Compliance Officer at [Vennu support](#).

Privacy complaints

If you believe we have breached the Australian Privacy Principles under the Privacy Act or a registered Australian Privacy Principles Code, you may lodge a complaint as follows:

- Firstly, contact us in writing and include the following in your complaint:
 - your contact details;
 - the section or provision of the Australian Privacy Principles or Code that you believe we breached; and
 - our practice or policy that you believe breaches the relevant Australian Privacy Principle or Code,
- and you must allow us a reasonable time of 30 days to reply to the complaint; and
- secondly, you may complain to the Office of the Australian Information Commissioner if:
 - you are not satisfied with our response; or
 - we do not respond to you within a reasonable time without sufficient explanation.

Please direct all privacy complaints to Vennu's Privacy Compliance Officer. At all times, privacy complaints:

- will be treated seriously;
- will be dealt with promptly; and

in accordance with our obligations under the Privacy Act and will not affect your existing obligations or affect the commercial arrangements between you and Vennu.

Vennu's Privacy Compliance Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following the completion of the investigation.