

Privacy policy

General

Utilitarian Pty Ltd ACN 655 178 402 (referred to in this document as **we, us** or **our**) recognises that your privacy is very important and we are committed to protecting the personal information we collect from you. The *Privacy Act 1988* (Cth) (**Privacy Act**), and the Australian Privacy Principles (**APPs**) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services you are seeking.

The kinds of information we typically collect include your name, address, phone number, email address, and any details you input into the Utilitarian app (**App**) including payment details, details of product choices, details you enter into chat features and preferences regarding chat or social groups that you join.

Method of collection

Personal information will generally be collected directly from you through use of any of our standard forms, through our App, over the internet, via email, through a telephone conversation with you, or through our online chat function. We may also collect personal information about you from third parties acting on your behalf.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we will collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

- (a) providing services to you or someone else you know, including operating the App and enabling you to participate in groups you choose to join through the App;
- (b) responding to your enquiries;
- (c) facilitating our internal business operations, including:
 - (i) establishing our relationship with you;
 - (ii) maintaining and managing our relationship with and communicating with you in the ordinary course of that relationship (including asking for feedback, and responding to feedback or complaints);

- (iii) the fulfilment of any legal requirements; and
- (iv) analysing our business operations and services with a view to developing new or improved services or business operations;
- (d) contacting you to provide a review or testimonial for us or to fill out a survey for us; and
- (e) providing you with information about other goods and services that we or our related entities and other affiliated organisations offer that may be of interest to you.

Sensitive information is a subset of personal information that shows things like your political views, union membership, sexual preferences, disability status and other health information. Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions, as set out above. You acknowledge and agree that if you join certain groups in the App, this may make it necessary to collect sensitive information about you, or make it possible to infer sensitive information about you, and similarly, any data you enter into the App including through chat features and 'likes' or similar concepts may also involve the provision of sensitive information to us, or allow the inference of sensitive information. All of those actions are entirely voluntary. By submitting joining such groups or submitting such information, you are providing your consent to our collection of that information.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

App Users

If you use our App, we will collect any information you input into it. We may use that information to provide features in the App, and if you opt in, to receive push notifications from the App. You can opt out of push notifications at any time by using the mechanism available in the App. Even if you opt out of push notifications, we may still send you service-related, non-marketing notifications.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- (a) our employees, contractors and consultants (**workers**), agents and other parties who require the information to assist us with facilitating our internal business processes, providing you with information and services, and with establishing, maintaining, managing or ending our relationship with you;

- (b) third party service providers, who assist us in operating our business, and providing services to you (including information technology service providers, insurers and professional advisors such as lawyers, accountants and auditors) and these service providers may not be required to comply with our privacy policy;
- (c) third parties to whom you have agreed we may disclose your information or where the information was collected from you (or from a third party on your behalf) for the purposes of passing it on to the third party; and
- (d) any other entity as otherwise permitted or required by law.

We may expand or reduce our business and this may involve the sale and/or transfer of control of all or part of our business. Personal information, where it is relevant to any part of the business for sale and/or transfer, may be disclosed to a proposed new owner or newly controlling entity for their due diligence purposes, and upon completion of a sale or transfer, will be transferred to the new owner or newly controlling party to be used for the purposes for which it was provided.

Sensitive information is only used and disclosed for the purposes for which it was collected, unless your further consent is obtained or otherwise as permitted or required by law.

Disclosure of personal information overseas

We are not likely to disclose personal information about you overseas. We use infrastructure hosting options based in Australia.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

Access and correction

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact our privacy officer at:

Street address: Level 17, Angel Place, 123 Pitt Street, Sydney, NSW 2000, Australia

Email address: privacy@utilitarian.world

Website: www.utilitarian.world

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au.