



# Privacy Policy

## Introduction

This privacy policy provides information about how Stillpoint Strategy (ACN 652512742) collects and manages any personal information we may collect.

We respect the rights of individuals to privacy under the Privacy Act 1988 (Cth) (Privacy Act). We undertake to comply with all of the Privacy Act's requirements for the collection, management and disclosure of any personal information.

## Definition of 'personal information'

The term "personal information" in this policy has the meaning given to it in the Privacy Act. In general terms, personal information is any information that can be used to personally identify an individual. This may include a person's name, address, telephone number, email address and other identifying characteristics. If the information we collect allows someone to identify an individual, the information will be considered personal information.

## Information stored by Stillpoint Strategy

It may be that in the course of our work we may collect the following types of personal information about individuals:

- name
- telephone number
- email address
- residential or postal address
- gender
- age or date of birth
- education and employment history
- information provided to us through research, including through online or paper surveys, interviews or focus groups, workshops or site visits.

## Data security

We take reasonable steps to ensure your personal information is protected from unauthorised access, modification or disclosure, and is only used for the purposes for which it was originally collected.

We utilise Microsoft Office 365 for the collection and storage of all information utilised in the course of our work. Our system is password protected, with electronic files containing sensitive data having an additional password to restrict access. Paper copies of documents (such as consent forms) and surveys are scanned into an electronic format and stored in the Microsoft Office 365 cloud-based system, with the paper copy subsequently destroyed.



We destroy or delete information when we no longer require it or when we are no longer required by law to keep it.

## Accessing personal information

An individual may request access to any of their personal information held by Stillpoint at any time by contacting us (see contact details below). We can provide this information to an individual in a hard-copy or electronic format on request.

There may be some circumstances where personal information cannot be made available, for instance if disclosing the information would breach other people's privacy. If that is the case, we will provide clear reasons for refusing to disclose personal information.

If an individual believes that information held about them is incorrect, they may request Stillpoint to correct it, or Stillpoint may add an addendum to the data to note that the individual has provided alternative information.

## If there is a breach of privacy

If you believe that Stillpoint has committed a breach of privacy, please contact us as soon as possible and provide details of the incident.

Telephone: 0412040217  
Email: [admin@stillpointstrategy.com.au](mailto:admin@stillpointstrategy.com.au)  
Website: [www.stillpointstrategy.com.au](http://www.stillpointstrategy.com.au)

We will examine the complaint and will respond to you to resolve the complaint as soon as we are able and within 30 days.

If you are unhappy with our response you can also make a complaint to the Privacy Commission at the Office of the Australian Information Commissioner (OAIC). You can find out more information on how to do this at: <https://www.oaic.gov.au/privacy/privacy-complaints/what-you-can-complain-about>

You can also contact the OAIC directly:

Telephone: 1300 363 992  
Online: submit an [enquiry form](#)  
Post: GPO Box 5288, Sydney NSW 2001  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

This policy is current as at May 2024.