



# **Privacy Policy**

5 March 2023

# Introduction

Integrated Research Advisory Services respects and upholds your rights under the Australian Privacy Principles contained in the Privacy Act 1988.

Integrated Research Advisory Services also adheres to the Privacy (Market and Social Research) Code 2014 (“Code”). For more information about the Privacy Act, the Australian Privacy Principles and the Code click here <https://www.oaic.gov.au/>

We also abide by the rules and guidelines outlined by the General Data Protection Regulation (“GDPR”) (EU) 2016/679.

This Privacy Policy lets you know what personal information of yours we hold, what we do with it, who we will disclose it to and how you can access the personal information we hold about you. You can also find out here how to change inaccurate personal information and how to opt out of receiving communications from us.

This policy was updated on 5 March 2023. We intend to always observe this Privacy Policy; however, it is not legally binding on Integrated Research Advisory Services in any way. From time to time we may be required to act outside the policy. Integrated Research Advisory Services may do so, subject only to any other applicable contractual rights you have and any statutory rights you have under the Privacy Act or other applicable legislation.

# Your Personal Information

## How does Integrated Research Advisory Services collect and hold your personal information?

Integrated Research Advisory Services may ask you for personal information during you participating in our research or surveys. However, we may also from time to time collect personal information about you from third parties, such as from organisations that provide a list of potential candidates for the research. If so, we will inform you as soon as practicable of this and the circumstances under which we obtained your contact details.

## What personal information does Integrated Research Advisory Services collect and hold?

The information Integrated Research Advisory Services collects may include your name, DOB, occupation, salary, opinions, and feedback in relation to products, brands etc. When providing personal information you have the option of remaining anonymous or use a pseudonym to be identified by.

However, in certain circumstances, such as where we receive your contact details from a third party or where the research data itself may potentially allow for identification, this may will not be practicable.

Depending on the nature of the research we conduct, we may also collect sensitive information from you, including your political opinion, health information, etc. Sensitive information will only be collected with your prior consent and only if it is directly related to, or reasonably necessary for, the research we conduct.

# The Purpose of Holding Your Personal Information

## What are the purposes for which Integrated Research Advisory Services uses, handles and discloses your personal information?

We will only use and disclose your personal information for the purpose of conducting our research and in accordance with this Privacy Policy. We will not use or disclose your personally identifiable information for the purpose of advertising, promotions, or direct marketing activities.

If you declined to participate in our research, we may use your personal information to re-contact you for a research purpose if we have valid reasons to believe a genuine research concern warrants such re-contact. If you have participated in our research, we will only re-contact you if you were informed of this or we have valid reasons to believe a genuine research concern warrants such re-contact.

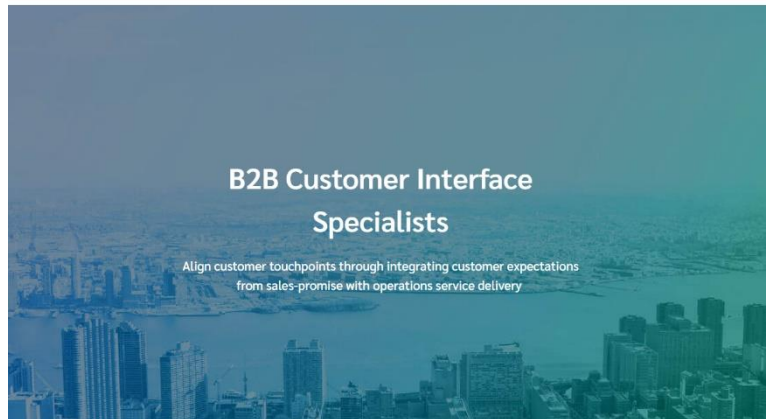
## Who will Integrated Research Advisory Services disclose your personal information to?

Integrated Research Advisory Services will not disclose any personally identifiable information we collect from you unless you give us your prior written consent. We will only report the information you provide in an aggregate form and will not personally identify you or your responses.

We will not disclose any personally identifiable research information to a third party for any purpose other than conducting our research unless we have your consent or are required to do so by an Australian law or court/tribunal order.

While conducting our research we may rely on third party service providers to host or store the data we collect who are located overseas. In most cases, this survey data and research information will not be personally identifiable. We also take all reasonable steps to ensure service providers (and their employees and contractors) comply with the Australian Privacy Act and this Privacy Policy and/or are subject to similar or stricter privacy laws than those of Australia and you can enforce those rights.

# Our website



When visiting our website, the site server makes a record of the visit and logs the following information for statistical and administrative purposes:

- the user's server address – to consider the users who use the site regularly and tailor the site to their interests and requirements;
- the date and time of the visit to the site – this is important for identifying the website's busy times and ensuring maintenance on the site is conducted outside these periods;
- pages accessed and documents downloaded – this indicates to Integrated Research Advisory Services which pages or documents are most important to users and also helps identify important information that may be difficult to find;
- duration of the visit – this indicates to us how interesting and informative Integrated Research Advisory Services site is to candidates; the type of browser used – this is important for browser specific coding;
- In order to optimise the Integrated Research Advisory Services website and better understand it's usage, we collect the visiting domain name or IP address, Computer Operating System, Browser Type and Screen Resolution.

A cookie is a piece of information that an Internet website sends to your browser when you access information at that site. Cookies are either stored in memory (session cookies) or placed on your hard disk (persistent cookies). The Integrated Research Advisory Services website does not use persistent cookies. Upon closing your browser the session cookie set by this website is destroyed and no Personal Information is maintained which might identify you should you visit our website later.

# Your Information Your Rights

## Openness

You have the right to request access to any personal information we hold about you. You can request this information by contacting the Integrated Research Advisory Services Privacy Officer at the details listed below.

Where we hold information that you are entitled to access, we will respond to your request in a reasonable time and endeavour to provide you with a suitable range of choices as to how access is provided (e.g. emailing or mailing it to you). A fee may be charged to cover the cost of retrieval. However this fee will not be excessive and will only apply to the facilitation of your request.

If at any time you believe that personal information, we hold about you is incorrect, incomplete, or inaccurate, then you may request amendment of it and we will either amend the information or make a record of your comment, as we think appropriate.

## Retention and destruction of Personal Information

Integrated Research Advisory Services will destroy or de-identify your personal information as soon as practicable, no later than 12 months from receipt, and once it is no longer needed for the purpose for ongoing research purposes.

We may in certain circumstances be required by law to retain your personal information after our research has been completed. In this case your personal information will continue to be protected in accordance with this Policy. If we destroy personal information, we will do so by taking all reasonable steps and using up-to-date deletion techniques and processes.

# Security and 3<sup>rd</sup> Party Obligations

## Security at Our End and Yours

Integrated Research Advisory Services will take all reasonable steps to protect your personally identifiable information once it is held on our servers. However, you should keep in mind that transmission of your information to Integrated Research Advisory Services over the Internet may not be completely secure or error-free. This relies on the security protocols you have in place at your end. You should therefore take special care in deciding what information you send to us via email, website, or otherwise.

Your data is heavily protected at Integrated Research Advisory Services and detailed information via our Data Security Policy is available on request.

## Client & Partner Obligations

The information Integrated Research Advisory Services receives from its clients and partners must also adhere to the above policies and regulations.

When conducting research that warrants a client-supplied sample list that may contain personal details, Integrated Research Advisory Services assumes that clients have established them on a lawful basis (typically consent) for the supply and processing of the personal data to a third-party supplier for the purpose of conducting market research.

# Questions and complaints

If you have any questions about this Privacy Policy or believe that we have at any time failed to keep one of our commitments to you to handle your personal information in the manner required by the Privacy Act, the APPs or the Code, then we ask that you contact us immediately using the following contact details:

**Post: PO Box 2474 Kew Vic 3101**

**Email: [contact@integratedresearch.com.au](mailto:contact@integratedresearch.com.au)**

We will respond and advise whether we agree with your complaint or not. If we do not agree, we will provide reasons. If we do agree, we will advise what (if any) action we consider appropriate to take in response. If you are still not satisfied after having contacted us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner by:

**Phone: 1300 363 992**

**Post: GPO Box 2999 Canberra ACT 2601**

**Fax: +61 2 9284 9666**