



The Hive group (formerly Community First VIC Pty Ltd) Privacy Policy

The Hive group ABN 49 110 797 725 (**Hive, we or us**) is committed to protecting the privacy of your personal information. This Privacy Policy explains how we manage the personal information that we collect, use and disclose and how to contact us if you have any further queries about our management of your personal information.

What is personal information?

Personal information is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address, contact number and email address.

How do we collect personal information?

We collect personal information in a number of ways, including:

- directly from you (such as when you interact with us in writing, electronically or via telephone)
- when you access and use our website (for example, if you request a quote or submit a contact form)
- through your access and use of any advertising/forums run by Hive
- through your use of products, services or facilities we provide to our clients, such as our client's online communities supported by our community engagement platform (**Client Sites**)
- from other third parties such as our business partners and sales representatives.

What kinds of personal information do we collect and hold?

The kinds of personal information that we collect and hold about you will depend on the circumstances of collection, including whether we collect the information from you as a user of our products or services, as a client, supplier, job applicant, or in some other capacity.

If you participate in a Hive Site or Client Site, the type of personal information we collect about you will depend on how you participate in the Hive Site or Client Site. For example, we may collect your personal information when you register on a Hive Site or Client Site, or subscribe for, or contribute content to, any services available on or through the Hive Site or Client Site (such as conversations, polls, surveys, news feeds, direct messaging and content libraries).

If you deal with us in some other capacity (for example, as a client, supplier, contractor or job applicant), we may collect your name and contact details and any other information you choose to provide to us. We may also collect details of the interactions that you have with us.

In some circumstances, we may collect sensitive information about you (for example, if you post a comment about your health in a forum on a Hive Site or Client Site). We will not do this unless you have consented to the collection (including by contributing content to a Hive Site or Client Site), or if we are otherwise required or authorised to do so by or under law. Sensitive information includes (for example) health information and information about a person's racial or ethnic origin, political opinions, religious beliefs, professional or trade association membership, sexual preferences and criminal record.

If you are or become our employee, the handling of your personal information may be exempt from the Australian Privacy Principles if it is directly related to your current or former employment relationship with us.

If we are unable to collect personal information from or about you, you may not be able to use our products or services or we may not be able to do business with you or the organisation with which you are connected. For example, if you do not register as a member of a Client Site, you will not be able to access areas or services on the Client Site that are reserved for registered members only

Why do we collect personal information?

We collect personal information for a range of purposes, including to:

- respond to inquiries about the products and services that we offer
- supply products and services to our clients
- manage our relationships with our clients, contractors and suppliers
- perform research and analysis, and to improve or develop our products and services
- consider job applicants for current and future employment

We use the personal information we collect through Hive Sites and Client Site for the purposes for which that information was provided and for any other purposes explained at the time of collection or in any additional terms and conditions applicable to the particular feature of the Hive Site or Client Site, including:

- operating Hive Sites and Client Sites, including (depending on the features of the site) through the publication of conversations, feedback, articles, photos and other content and the administration of surveys, polls and electronic messages
- to book events and appointments
- to respond to questions and requests
- to conduct research and development

We may use your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

Direct marketing

We may use your personal information to contact you with news and information about Hive events, products and services. You can let us know at any time if you no longer wish to receive any of these communications, by contacting us (using the contact details at the end of this policy). Your consent will be deemed if you do not opt out when we offer you the opportunity to do so, and will remain current until you advise us otherwise.

Users of the Client Sites may receive marketing and other communications from our clients that run those Client Sites. Please note that our clients are separate entities to Hive and any request to opt-out of communications from those entities should be directed to those entities.

When do we disclose personal information to third parties?

In conducting our business, we may sometimes need to disclose personal information to third parties. These include, where appropriate:

- our clients, if you participate in a Client Site
- other users of Hive Sites and Client Sites (by publication of content posted by you on a Hive Site or Client Site)
- our contracted service providers, including
 - information technology service providers
 - email marketing providers
 - sales representatives
 - external business advisors (such as auditors and lawyers)
- your contracted service providers, in connection with the performance of services for you (such as providing information to your contracted survey providers or campaign marketing providers)
- if you are a job applicant, referees whose details you have provided to us

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

Material posted by site users

Some of the services offered through Hive Sites and Client Sites may allow users to submit, upload, post or transmit content or material such as text, photos, images, audio and video (including links to content or material) that may be accessed and viewed by the general public on the internet. Anything posted by users may appear elsewhere on the internet and may remain on the internet after their participation in a Hive Site or Client Site has ended. If users of Hive Sites and Client Sites have any concerns about their personal information being published in this way, they are advised to remove any personal information from the material they post, or not to use these services.

Quality and security of personal information

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know (using the contact details at the end of this policy) about any changes to your personal information, such as your address and phone number.

We may store your information in hard copy and/or in electronic form. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes taking appropriate security measures to protect electronic materials and materials stored and generated in hard copy.

Access to and correction of your personal information

Please contact us (using the contact details at the end of this policy) if you would like to access or correct the personal information that we hold about you. We will generally provide you with access to your personal information (subject to some exceptions permitted by law), but may charge an access fee to cover the cost of retrieving the information and supplying it to you.

Complaints

Please contact us (using the contact details at the end of this policy) if you have any concerns or complaints about the manner in which we have collected or handled your personal information. We will inquire into your complaint and respond to you in writing within 30 days. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner (www.oaic.gov.au).

Contact details and additional information

If you would like more information about our approach to privacy, or if you wish to contact us regarding the information set out in this policy, please contact us:

- by phone on: +434 182 857
- by email at: admin@hive.org.au
- by post at: 144 Kitchener Road, Ascot QLD 4007

Changes to this policy

We may amend this policy from time to time at our discretion. Amended versions will be posted on our website at www.hive.org.au