

Matrix on Board Group Privacy Policy

The following policy applies to all employees of the Matrix on Board Group.

Matrix on Board Group includes Matrix on Board Pty Ltd, Matrix on Board Training Pty Ltd, Accounting for Good Pty Ltd and the following services: Matrix on Board Consulting, MoneyMob Talkabout and Board Effect.

Policy Statement

Matrix on Board Group collects and uses a range of personal information for the purposes of providing financial management and capacity building services to clients and organisations primarily in the not for profit sector.

Matrix on Board Group takes your privacy seriously. We encourage you to read this policy carefully. It will help you make informed decisions about sharing your personal information with us.

Matrix on Board Group applies the Australian Privacy Principles (APPs) of the *Privacy Act, 1988 (Cth)* as amended, to govern its collection, usage and disposal of personal information.

This policy is published on the Matrix on Board Group website, and is available in hard copy on request.

Collection and use of personal information

Matrix on Board Group collects, holds and uses your personal information for limited purposes.

Many of Matrix on Board Group's services involve the storage of data about a client organisation or an individual in order that it can provide you with the services to be delivered. That data can include personal information. Personal information is information, which identifies an individual and may include information such as an individual's name, postal and email address, date of birth, telephone number, bank account details, and financial information.

Personal information is collected at Matrix on Board Group as part of the following key business functions, and for the purposes noted below:

- Recruitment of staff and contractors
For the purpose of contacting and assessing potential staff and contractors; and maintaining relevant registers of staff and contractors.
Collected directly from the individual concerned.



- Marketing and communication, including direct marketing, event registration, e-subscription services
For the purpose of registering, maintaining contact with, follow up of, and marketing of Matrix on Board Group services/products to subscribers and event participants.
Collected directly from the individual concerned.
- Contracted project work
For the purposes of providing management support services to Matrix on Board Group clients, which may include stakeholder consultation, research, analysis and evaluation.
Collected directly from the Matrix on Board Group client organisation.
- Financial Wellbeing Services
For the purpose of providing money management and financial counselling to individuals.
Collected directly from the individual.
- Contracted Accounting services
For the purpose of performing money management and financial services for a Matrix on Board Group client organisation, and which can include personal information for payroll processing.
Collected by the client organisation.

Matrix on Board Group will only use personal information for the business purpose(s) noted above or for another related purpose/s that an individual could reasonably expect.

Where Matrix on Board Group uses the personal information it holds for direct marketing of its products or services, it will always provide you with the opportunity, at the first point of contact and at any time afterwards on request, to decline receipt of any further marketing information.

Collection of sensitive information

Sensitive information is information which provides details about a person's life such as an individual's health history, religious and/or trade union affiliation, criminal record, photograph/s, video/s etc.

Sensitive information is not normally collected by Matrix on Board Group, other than for individuals participating in the Financial Wellbeing Services program. Sensitive information is only collected with your consent.

Disclosing personal information to another party

Matrix on Board Group only discloses your personal information in limited circumstances.



Generally, Matrix on Board Group uses services which are located in Australia. However, from time to time your personal information may be accessed by an overseas recipient where it is necessary for the performance of a contract between Matrix on Board Group and a client organisation. Matrix on Board Group has taken steps to ensure that, where this is the case, the disclosure of personal information data is for the express accounting/payroll purpose for which the service has been contracted.

Matrix on Board Group will not otherwise disclose personal information without your consent unless it is required to investigate suspected fraud or illegal activity, is authorised by law; is required for law enforcement and/or is required to operate Matrix on Board Group's business effectively.

Data storage and destruction

Personal information is normally stored on Matrix on Board Group computer databases and/or hard copy.

Matrix on Board Group takes all reasonable steps to ensure the safe handling and security of the personal information it collects.

Increasingly personal information is collected and stored only in electronic form. Where personal information is collected in hard copy, such files are stored securely in filing cabinets in Matrix on Board Group offices and are accessible only to authorised staff.

Personal information stored on computer databases is stored in secure password and firewall protected servers in Sydney and Melbourne and in cloud based document management systems, such as Google Drive.

Personal information collected for the purposes of the processing of a Matrix on Board Group client organisation's payroll is stored in accounting software platforms which may be hosted on servers located overseas. Where this is the case, Matrix on Board Group will seek assurances from the server hosts that the data remains in the host's effective control at all times, and steps have been taken to ensure that the server hosts do not have access to, and use the necessary level of protection for, your personal information.

Files and registers of personal information are regularly reviewed and destroyed where no longer current or needed for the particular business function.

Rights and choices

Matrix on Board Group will take all reasonable steps to ensure that personal information it uses is accurate and complete.



You may request access to your personal information that Matrix on Board Group holds about you by making application in writing to the General Manager: Corporate Services.

If you advise Matrix on Board Group that the information held on you is inaccurate, incomplete or out of date, Matrix on Board Group will update the information accordingly.

You may at any time request that you no longer be subscribed to a Matrix on Board Group marketing or communication database.

Complaints

If you have a concern about your privacy, you have the right to make a complaint and we will do everything we can to put matters right. To lodge a complaint, please get in touch with us using the contact details below. We will review your complaint and endeavour to resolve it quickly, usually within 30 days. If you are not satisfied with the outcome, you may pursue the matter with the Office of the Information Commissioner.

Contact details

For further information about this policy, please contact:

General Manager, Corporate Services
Matrix on Board Group
PO Box 20468
World Square NSW 2002

(02) 9370 6250