

# Privacy policy

**Advanced Robotics for Manufacturing (ARM) Hub** (ACN 637 952 517) respects and is committed to maintaining the privacy of all people who engage with us either via our websites, mobile apps or through any of our research projects. This policy (Privacy Policy) governs how ARM Hub deals with the collection, security, quality, use and disclosure of your Personal Information, and is in accordance with the Australian Privacy Principles (APP's) and the Privacy Act 1988 (Cth).

Your use of our sites indicates that you accept the Privacy Policy, and consent to the collection and use by us of your Personal Information according to the terms below. ARM Hub may from time to time amend the Privacy Policy, and users are advised that continued use of our sites following amendment is deemed confirmation of acceptance.

## Collection of Personal Information

ARM Hub only collect Personal Information (as defined by the Privacy Act) where necessary to conduct our research and associated activities. The nature of the Personal Information which is held by us will vary depending on the nature of the interaction between you and ARM Hub. We may collect information in a variety of ways including (but not limited to) by phone, text, forms completed and provided to us via our websites or by email, fax, social media activities, mobile apps and newsletters.

We will only collect Personal Information which identifies you when we, you or one of our research partners expressly provides it as part of our research activities (for which you will have provided consent). If we do collect identifiable data, it may include names, mail and email addresses, phone numbers. As you would reasonably expect, we may also collect data for providing you with updates through our services. We may also collect website and mobile apps statistics (which includes pages accessed and search terms used) but this information is not identifiable.

## Use and Disclosure of Personal Information

ARM Hub uses Personal Information only to fulfil and undertake research projects and to provide certain services. You acknowledge that we may use your Personal Information to provide you with updated information on new projects, to alert you to special events that we may organise or to conduct surveys or engage in other marketing purposes for which you would expect us to communicate with you.

Subject to the exceptions listed in the Act, information which identifies individuals will stored securely, only be accessed by selected members of our Team and our project partners if applicable, or professional advisers if required, all of whom are bound by the Privacy Act and this Privacy Policy.

We will not give your personal information to advertisers and other unrelated or unaffiliated organisations without your consent.

You acknowledge that ARM Hub's right to disclose Personal Information may involve disclosure to entities located outside Australia (for example in relation to one of our research projects). Where ARM Hub is required or authorised to disclose your Personal Information, you consent to the disclosure of your Personal Information to selected foreign entities. We may also disclose Personal Information to overseas recipients when storing Personal Information with "cloud" service providers which may be situated outside Australia.

### **Security of Information**

ARM Hub will take all reasonable steps to ensure your Personal Information is protected from modification, misuse, disclosure, loss and unauthorised access. We also take reasonable steps to destroy or permanently de-identify Personal Information which is no longer needed for the purposes described in this Privacy Policy. ARM Hub may use Google Analytics or equivalent to collect traffic data on the use of our website for continuous improvement purposes.

### **Access and Correction of Personal Information**

Under the APPs and the Privacy Act, an individual has the right to obtain access to any Personal Information which holds about them and to advise of any perceived inaccuracy. There are some exceptions to this right set out in the Act. To make a request to access or update any Personal Information ARM Hub holds about you, please contact our Privacy Officer, Mr. Samuel Jesuadian in writing via email [samuel.jesuadian@armhub.com.au](mailto:samuel.jesuadian@armhub.com.au) or phone +61 457020298

As ARM Hub relies on the accuracy of the information you provide us, please notify us of any changes to your personal information details. We will require you to verify your identity and specify what information you require updating.

### **Enquiries and Complaints**

If you would like further information about the way ARM Hub manages the Personal Information it holds, or wish to complain that you believe that ARM Hub has breached the Australian Privacy Principles, please contact ARM Hub's Privacy Officer, Mr. Samuel Jesuadian ([samuel.jesuadian@armhub.com.au](mailto:samuel.jesuadian@armhub.com.au) or +61 457 020 298). He will investigate any complaint and notify you of a decision in relation to your complaint as soon as practicable after it has been made.

### **Collection of Personal Information**

As part of ARM Hub's research, development, utilisation activities, projects and programs, ARM Hub, in collaboration with its Project Partners collects

information in the course of undertaking the various projects. ARM Hub also engages Project Partners to collect information on its behalf.

The type and form of the information may vary depending upon the research, specific project or survey being undertaken. For example, information collected may include (but is not limited to) the name and address (including phone and email contact) of a respondent's key contact, a respondent's ACN or ABN, information regarding the industry sector in which the respondent operates, estimated turnover, number of employees and other business information. After the information is collected, it may be de-identified.

ARM Hub may collect information in a variety of ways, including directly or indirectly, and also including from individuals who participate in ARM Hub research projects or enterprise education and engagement activities. ARM Hub also engages Project Partners to collect the information on its behalf. Data may be collected in a variety of ways, including through online questionnaires, workshops, discussions or industry activities and events, interviews or via online or offline surveys.

All participants, respondents, business advisors and Project Partners or third parties who contribute to the Survey Package in whatever form, consent to provide their responses and other information to ARM Hub and its Project Partners, and acknowledge that the ARM Hub will own all the information collected and provided to the Survey Package.

### **Use and Disclosure of Personal Information**

The information is collected across a range of industry sectors and from diverse sources. The collated data may also be used for benchmarking, improving the competitive position of enterprises, capturing opportunities for innovation, developing business plans, informing and influencing public policy and other similar purposes. The information is only collected as reasonably required or as necessary for the purposes set out above.

Personal Information will only be used or disclosed for the purposes for which it was collected as set out above. ARM Hub may only disclose to selected ARM Hub-approved parties, the data obtained through its research projects, Survey Package and enterprise education and engagement activities.

All information collected and compiled in the Survey Package and used by approved parties may be provided free of charge. ARM Hub and its Project Partners do not sell any information collected, and the information may only be used for specific purposes of public good as outlined above.

ARM Hub will not use or disclose information for any secondary purpose unless it would reasonably be expected that ARM Hub would do so given the nature of its work and the objects of ARM Hub's research projects or enterprises education and engagement activities, or if ARM Hub is required to do so by law.

Where a respondent, business advisor or Project Partner, participant, third party, or industry body provides information to ARM Hub, it is acknowledged that ARM Hub may provide the data (in de-identified form) to entities or business advisors or industry associations or such other entities for the purposes of business improvement and transformation.

Any use of the information by ARM Hub Project Partners in relation to **research** is subject to agreement with ARM Hub, and the ARM Hub's Privacy Policy set out above. Use by ARM Hub's Project Partners may be limited to business advisory services for ARM Hub, or otherwise as determined by ARM Hub.

ARM Hub and its Project Partners will make all reasonable efforts (although please note this cannot be fully guaranteed by ARM Hub) to ensure that personal information is not disclosed to any overseas entities.

### **Security of Information**

ARM Hub and its Project Partners take all reasonable steps to protect the data they collect and hold (including de-identifying the information) against interference, loss, unauthorised access, use, modification or disclosure, and other forms of misuse.

ARM Hub and its Project Partners will retain information collected for as long as required for the purposes set out above or as required under law.

When ARM Hub no longer requires information contained on the Survey Package, the information may be presented for government and public policy purposes, and/or transferred to a nationally recognised institution to be custodian of the information, or otherwise as determined by ARM Hub. For example, ARM Hub may provide the information to a University or an institution, including the Commonwealth Government, which recognises the national public good purposes for which the information has been collected by ARM Hub.

ARM Hub and its Project Partners have relevant security measures such as firewalls and access may only be provided to those approved parties, ARM Hub partners, government organisations or designated business advisors or Project Partners, as and when required.

Where information is retained in an electronic database, irrespective of all the steps ARM Hub and its Project Partners take to protect the data, it is important to bear in mind that the internet is not always a secure environment. ARM Hub and its Project Partner take all reasonable steps to secure the information but can never guarantee its security.

ARM Hub makes every effort not to disclose data to overseas recipients when storing data with 'cloud' service providers however this may not always be possible as some cloud providers may be located overseas in countries

such as the United States or Singapore. ARM Hub asks its Project Partners also to maximise effort to avoid disclosure of data to overseas recipients.

### **Access and Correction of Personal Information**

Under the Privacy Act, there is a right to seek access to the data about that may have been provided and held by ARM Hub or its Project Partners unless required not to do so by law.

If any information is incorrect and:

- You are a respondent to an ARM Hub - related survey; please contact the person or entity which conducted the survey (details will be provided by the Project Partner);
- You are not a respondent to an ARM Hub - related survey or have not received a satisfactory response from the person who conducted the survey; please contact the ARM Hub's Privacy Officer via [armhub.com.au](http://armhub.com.au)

ARM Hub and its Project Partners will respond in writing within a reasonable time. As part of this process, please note that ARM Hub and its Project Partners are required to verify the identity of any individual requesting correction of the information. Should ARM Hub or its Project Partners refuse, they will provide reasons for the refusal.

### **Mandatory Data Breach Notification**

ARM Hub and its Project Partners are committed to doing all that they can to protect data and personal information. As the internet is inherently insecure no matter how many protection measures are taken, should there be a data breach, ARM Hub and/or its Project Partners may, in compliance with the law, notify the relevant parties as soon as practicable. In the case of what is known under the law as an 'eligible data breach', ARM Hub and/or its Project Partners may notify the relevant parties of what has occurred, what information is involved, what the implications may be, what can be done and what ARM Hub and/or its Project Partners will do in the specific circumstances.

### **Enquiries and Complaints**

Any complaints or issues regarding the collection or management of data by ARM Hub or ARM Hub's Project Partners should be directed in the first instance to the party that conducted the survey and collected the information (being ARM Hub or the Project Partner).

If you have not received a satisfactory response from the person who conducted the survey, please contact ARM Hub's Privacy Officer as set out above.

ARM Hub and its Project Partners will make every effort to respond within a reasonable time. If you are not satisfied with the way a complaint is handled by either ARM Hub or its Project Partners, you are entitled to have your

complaint reviewed under the Privacy Act. Please refer to the Office of the Australian Information Commissioner's (OAIC) website at [www.oaic.gov.au](http://www.oaic.gov.au). The contact details for the OAIC is [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).