

# Privacy Policy

version:270411

Keyvision is committed to safeguarding your privacy online. Please read the following policy to understand how your personal information will be treated as a member of the Portal. This policy may change from time to time, so please check back periodically.

The Portal is a secure online environment in which all members are given a unique user identity and password in order to access the site. Each member's identity can only be verified if members provide their name and contact details. The Portal is designed to be a safe and friendly environment for communicating and sharing information with other members. For this reason, no aliases or anonymous messages, survey responses etc are allowed.

Please contact us if you have any questions regarding this policy.

**Please read the full Privacy Policy below...**

## 1. What personally identifiable information is collected from you?

### Registration

During registration, you may be asked to provide details such as your **name, apartment / lot number, date of birth, gender, telephone number, and email address**. This information is used to confirm your identity as a resident of the community and is critical to the security of the Portal.

### Public Forums

No anonymous postings are allowed on the Portal, this is in order to safeguard the security of our members. Hence, if you choose to participate in Surveys, post classifieds, post Messages and use the RSVP function your **name** will be linked to your submission. Your name will only appear to other members when you post Messages and RSVPs. If you post a Classified ad and include your contact details – this information will be visible to all members.

### Financial Transactions

We may request information from you for financial transactions. If you must provide contact information (like name and shipping address) and financial information (like credit card number and expiration date), the information is used for billing purposes and to fill customer orders. If we have trouble processing an order, this contact information is used to get in touch with you.

### Correspondence

If you contact us, we may keep a record of that correspondence.

## 2. What are cookies and how are they used?

A cookie is a piece of data stored on your hard drive containing information about your website preferences. Keyvision uses cookies for security purposes, to help protect the privacy of members. The Keyvision cookie does not contain your name, email address, or any other personal details, just a unique identity code that is known only to the Keyvision server. When you log in to the Portal a cookie is set to tell us who you are and which Keyvision community you belong to. The cookie also verifies what access rights you have within the Portal. If you reject cookies, you may not be able to access the interactive and secured areas of the site. If you have any questions or concerns about the use of cookies on the Portal, please contact us at [support@keyvision.com.au](mailto:support@keyvision.com.au).

### **3. Who is collecting the information?**

If you are asked for personal information when using the Portal, you are sharing that information with your Site Administrator and Keyvision, unless it is specifically stated otherwise. Please be aware that other websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites. We encourage you to read the privacy statements of each website you visit.

The Site Administrator and Keyvision staff do not routinely monitor the details of individual members. Appropriate staff do, however, retain the right to access all data stored on the Keyvision server(s); though this is only carried out for technical, statistical or administrative purposes; or when assisting members who have specifically requested help.

### **4. How is the information used?**

The primary goal in collecting personal information is to provide members with a safe and secure Portal.

The Site Administrator, or Keyvision, may also conduct research on member demographics, interests and behaviour based on the information provided to us upon registration, from our server logs or from surveys. This is done to better understand our users and to provide an Portal appropriate to their interests and needs. This research is compiled and analysed on an aggregated basis.

Email addresses will only be used to respond to specific user queries and to provide information regarding upgrades and services. Email addresses will not be added to any other mailing list unless consent is given, nor disclosed to any other party without your knowledge or consent.

Your postal address is also used to enable you to generate "one click" map directions from your home to event locations.

### **5. With whom may the information be shared?**

Your **name** will be visible to any messages and RSVPs, you post.

Your **name and email address** may be used by the Site Administrator and Keyvision staff to contact you in response to queries and requests for assistance.

The Site Administrator and Keyvision may share aggregated data with other parties, such as Portal sponsors, if applicable.

Keyvision will not disclose any of your personally identifiable information except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it.

### **7. How can you access and update your information?**

If you wish to update your personal details such as your phone number, postal address, email address, password or profile photo you may do this by selecting 'My Profile'. By default, you will receive email notifications from the Site Administrator regarding Alerts, Newsletters, Events etc. To stop getting these emails please contact us at [support@keyvision.com.au](mailto:support@keyvision.com.au)

### **8. What security procedures are in place to protect the loss, misuse or alteration of the information?**

All of your information is restricted in our offices. Only employees who need the information to perform a specific job (for example, a customer service representative) are granted access to personally identifiable information. Furthermore, ALL employees are kept up-to-date on our security and privacy practices. Finally, the servers that we store personally identifiable information on are kept in a secure environment.

Although Keyvision will use all reasonable efforts to safeguard the confidentiality of your personal information, transmissions made by means of the Internet cannot be made absolutely secure. Keyvision will have no liability for disclosure of information due to errors in transmission or unauthorised acts of third parties.

If you have any questions about the security of the Portal, please contact us at [support@keyvision.com.au](mailto:support@keyvision.com.au).