



AML SORTED - PRIVACY POLICY

Background

This Privacy Policy is issued by AML Sorted (referred to as “**AMLS**”, “**we**”, “**us**” and “**our**” in this Privacy Policy), a provider of compliance services which operates in Australia.

Your information will be held by AMLS. This privacy notice sets out how AMLS promises to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a client, and the choices you give us about what marketing you want us to send you.

1. ABOUT THIS POLICY 1.1 Scope of this

policy

This Privacy Policy relates to our use of any personal information we collect from you via the following services:

- any AMLS website that links to this Policy (“**Websites**”); or
- social media or AMLS content on other websites; or
- whilst providing agreed services to you.

It also relates to our use of any personal information we collect through other means, such as

- Email
- In person
- Other third party sources.

1.2 Policy updates

We will keep this Privacy Policy under regular review to make sure we’re being transparent about how we use your personal information. The current version of our Privacy Policy will be found on our website at <https://www.amlsorted.com>

2. WHAT INFORMATION DO WE GATHER AND HOW DO WE COLLECT IT?

2.1 What types of information do we collect about you?

The type of information we collect about you depends on the nature of your interactions with us. Depending on the circumstances, we may receive or collect personal information about you, when you contact AMLS for example by doing any of the following:

Data you give to us:

- When you apply for our products and services.
- When you talk to us on the phone or in our offices.
- When you use our websites or any mobile device apps.
- When you use our Tracker compliance software.
- In emails and letters.
- In customer surveys.

Data we collect when you use our services:

- Payment and transaction data.
- Profile and usage data. This includes the profile you create to identify yourself when you connect to our internet or any mobile and telephone services. It also includes other data about how you use those services. We gather this data from devices you use to connect to those services, such as computers and mobile phones, using cookies and other internet tracking software.

Data from third parties we may work with:

- Companies that introduce you to us
- Insurers
- Fraud prevention agencies
- Public information sources
- Banks
- Market researchers
- Government and law enforcement agencies.

2.2 Personal information about others

We may collect information from you about others such as clients or employees of yours. If you give us information about another person it is your responsibility to ensure and confirm that you have told the individual who we are and how we use personal information, as set out in this Privacy Policy; and have permission from the individual to provide that personal to us and for us to process it, as set out in this Privacy Policy; or

3. HOW WE USE YOUR INFORMATION

We will only use your personal data fairly and where we have a lawful reason to do so for example to fulfil a contract we have with you, when we have a legal duty that we have to comply with, or when it is in our legitimate business interest to use your personal data. We may use information for the following reasons:

Uses of personal data

AMLS's basis for using your personal data

- To provide guidance on compliance matters and related relevant services, to manage and administer our business relationships, including to communicate with our clients, their employees and representatives, to administer client billing and payments, to collect and recover money that is owed to us and to keep records.

To fulfil our contract with our client(s) and to comply with legal and regulatory obligations including accounting, tax and data protection.

- To undertake due diligence on new clients and suppliers. To help us identify, investigate, report and seek to prevent financial crime.
- To comply with laws and regulations that apply to us.

To comply with our legal and regulatory obligations including compliance with anti-money laundering legislation, crime prevention and fraud, including monitoring compliance by AMLS.

- To provide information services to clients and potential clients, including by email updates and newsletters; and to invite you to events that we may organise from time to time. This may include surveys to obtain feedback from you.
- To identify products which may be of interest to you and provide you with information about those products.

Where you have consented and expressed a preference to receive marketing communications; or if we feel it is appropriate and relevant to our business relationship with you.

<ul style="list-style-type: none"> To run our business in an efficient and proper way (e.g. audit, managing our business capability, managing risk for us and our clients, finances, planning, communications with service providers and clients and corporate governance, responding to complaints and seeking to resolve them). 	<p>When needed for the efficient operation of our business.</p>
<ul style="list-style-type: none"> To maintain lists to ensure that you do not receive communications from us where you have objected to this or have unsubscribed. 	<p>To safeguard your rights and comply with our legal obligations.</p>
<ul style="list-style-type: none"> To optimise our website. To collate information on how you interact with us and our services so that we can improve if felt necessary 	<p>Where we have consent from you or on the basis of our legitimate interests to operate and present an effective and convenient website to our website users.</p>
<ul style="list-style-type: none"> To exercise our rights contained in agreements or contracts, website terms of use and other terms and conditions. This may include complying with contracts of employment and agreements with our consultants and other service providers. 	<p>Fulfilling contracts or to protect our legal interests.</p>
<ul style="list-style-type: none"> To ensure security and protect our business interests. 	<p>In certain circumstances, we may use your information to ensure the security of our services, offices and people, including to protect against, investigate and deter fraud, unauthorised or illegal activities, systems testing, maintenance and development (on the basis of our legitimate interests to operate a safe and lawful business or where we have a legal obligation to do so).</p>
<ul style="list-style-type: none"> Sharing personal data if we decide to sell or transfer part or all of our business. 	<p>When needed to comply with our legal obligations and to facilitate the transaction.</p>

Types of personal information

We collect and use lots of different types of personal data. Personal data is any information that relates to you and that identifies you either directly from that information or indirectly, by reference to other information that we have access to. The personal data that we collect, and how we collect it, depends upon how you interact with us. Categories of personal data that we may collect include:

<p>Contact</p>	<p>Such as your name, email address and telephone number.</p>
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<i>Socio-Demographic</i>	This includes details about your work or profession.
<i>Contractual</i>	Details about the products or services we provide to you.
<i>Locational</i>	Data we get about where you are, such as may come from your mobile phone or the address where you connect a computer to the internet.
<i>Behavioural</i>	Details about how you use our products and services.
<i>Communications</i>	What we learn about you from letters, emails, conversations between us, feedback and survey responses.
<i>Open data and public records</i>	Details about you that are in public records that is openly available on the internet.
<i>Usage data</i>	Other data about how you use our products and services.
<i>Documentary data</i>	Details about you that are stored in documents in different formats, or copies of them. This could include things like your passport or driving licence.
<i>Consents</i>	Any permissions, consents, or preferences that you give us. This includes things like how you want us to contact you.
<i>Financial</i>	Billing and financial information such as billing address, bank account and payment information.
<i>National identifier</i>	A number or code given to you by a government to identify who you are

4. HOW WE SHARE YOUR INFORMATION OUTSIDE OF AMLS

4.1 If you request an estimate for services, or purchase a product or service, your personal information may be shared with and processed by persons that are not AMLS employees but who work for or on behalf of AMLS, such as AMLS consultants. Your information may be disclosed when we believe in good faith that the disclosure is:

- required by law;
- to protect the safety of our employees, the public or AMLS property;
- required to comply with a judicial proceeding, court order or legal process; or
- in the event of a merger, asset sale, or other related transaction; or
- for the prevention or detection of crime (including fraud).

We may also share your personal data when you have consented to us doing so.

We may also disclose your information to third party suppliers or service providers to conduct our business, for example, to assist in managing and storing data, provide data analytics, conduct market research and to communicate with you effectively.

In addition, unless you opt out of receiving direct marketing, we may share your information with third parties who help run any marketing campaigns.

Where we do share your information with third parties, we will wherever possible require them to maintain appropriate security to protect your information from unauthorised access or processing.

4.2 If you choose not to give personal information

We may need to collect personal information by law, or under the terms of a contract we have with you.

If you choose not to give us this personal information, it may delay or prevent us from meeting our obligations.

Any data collection that is optional would be made clear at the point of collection.

5. MARKETING

5.1 When you'll hear from us

We may from time to time provide you with updates and offers for AMLS's products and services via marketing tailored to you, whether through online services or by direct marketing (e.g. phone, e-mail, text, post) and use information we hold about you to help us identify, tailor and package AMLS products and services that may be of interest to you. We will only do this if you have indicated that you are happy to receive marketing communications from us – that is, if you have either:

- purchased products and/or services from us and have not told us that you don't want to hear from us; or
- signed up to receive marketing communications from us and have not later told us that you don't want to hear from us.

5.2 Opting out of or withdrawing your consent in relation to marketing

If you no longer want to hear from us, you can opt out or unsubscribe by following the "unsubscribe" link contained in any marketing communications that you receive from us

5.3 Third parties and marketing

We might rely on third parties to help us manage our marketing communications, but we won't share your information with any third parties for their marketing purposes unless you agree to our doing so.

6. OUR SITE AND COOKIES

6.1 What we collect when you interact with our sites and apps

As you may already know, most websites collect certain information automatically about the way in which you interact with them. This might include your IP address, geographical location, device information (such as your hardware model, mobile network information, unique device identifiers) browser type, referral source, length of visit to the site, number of page views, the search queries you make, and similar information.

This information will be collected by us or by a third party site analytics service provider and will be collected using cookies.

As we've described above, we use this information to save your settings, such as the last product you searched for so you can find it easily the second time, help improve our functionality and services, run diagnostics, analyse trends, track visitor movements, gather broad demographic information and personalise our services.

6.2 What do we mean by "cookies"?

Cookies are small amounts of information in the form of text files that we store on the device you use to access our site or our marketing communications. Cookies allow us to monitor your use of our services and improve them. For example, a temporary cookie is also used

to keep track of your "session". Without that temporary cookie you will not be able to purchase products or other services that may be offered via our site.

We also use cookies for site analytics purposes and to monitor how customers interact with and receive our marketing communications (for example if you open a marketing communication and/or click on any of our offers).

We use this information to try to improve the relevance and tone of our future communications to ensure we're serving you as best as we can.

If you don't want cookies to be installed on your device, you can change the settings on your browser or device to reject cookies. For more information about how to reject cookies using your internet browser settings, please consult the "Help" section of your internet browser or visit <http://www.aboutcookies.org>. Please note that if you do set your Internet browser to reject cookies, you may not be able to access all of the functions of the site.

7. HOW WE LOOK AFTER YOUR INFORMATION

We are committed to protecting the confidentiality and security of the information that you provide to us. We put in place appropriate technical, physical and organisational security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information. By way of example we:

- Ensure the physical security of our offices.
- Ensure the physical and digital security of our equipment, devices and systems by mandating appropriate password protection, encryption and access restrictions.
- Ensure appropriate access controls so that access to your information is only granted to those of our people that need to use it in the course of their work.
- Carry out annual penetration testing of our systems.
- Maintain internal policies and procedures to make sure our staff understand their responsibilities in looking after your information and take appropriate measures to enforce these responsibilities.

7.1 Links to other sites and resources

Our site may from time to time contain content and links to other sites that are operated by third parties. You should note that we do not control these third-party sites or the cookies that such third parties operate and this Privacy Policy will not apply to them. You should ensure that you consult the Terms of Use and Privacy Policy of the relevant third party site to understand how that site collects and uses your information and to establish whether and for what purposes they use cookies.

You should also be aware that communications over the internet, such as e-mails, are not secure unless they have been encrypted.

8. HOW LONG WE KEEP YOUR INFORMATION FOR

We do not keep your personal data for any longer than is necessary to fulfil the purpose for which we collected it, or to comply with any legal, regulatory or reporting obligations or to assert or defend against legal claims. We will generally keep your data for no longer than six years for one of these reasons:

- To comply with our legal obligations.
- To respond to any questions or complaints.
- To show that we treated you fairly.
- To maintain records according to rules that apply to us.

We may keep your data for longer than six years if we cannot delete it for legal or technical reasons. We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

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