

# Rochelle Judd

## PRIVACY POLICY

### Who we are

This privacy policy sets out how Rochelle Judd uses and protects any information that you give Rochelle Judd / Riqueza Group Trust and her companies when you use this website.

### What is personal information?

This Privacy Policy explains how your personal information (being information capable of identifying you as an individual) will be treated as you access and interact with this website and our businesses.

### What we collect

The kind of personal information that we may collect from you in providing our services include:

- Name, email, phone number, and address;
- Business name, ABN, and trading status;
- Preferences, service usage history, and survey responses;
- Communication records (email, calls, concierge notes);
- Website usage data and cookies; and
- where you have expressly consented, sensitive information where required by law.

### How we collect your information

We collect your personal information via the following means:

- When you join or engage with any of our services, programs or events including via our website, events, or referrals;
- From third-party data providers or verification systems (e.g. ABN lookup); and
- Automatically via cookies and analytics tools from your computer which enable us to tell when you use the website and help customise your website experience. (However, as a general rule, it is not possible to identify you from our use of cookies.)

### Why we collect and use your data

We collect and use your personal information so that you can interact with our services, programs and events, including to:

- Register you as a member;

- Verify your business eligibility;
- Personalise your concierge experience;
- Recommend relevant services from within Rochelle Judd's entire list of offerings or, where there is an expressed need from you, from our recommended partner companies as part of our services to you;
- Improve our platform and services through analytics; and
- Send communications that are relevant to your business needs.

### **Sharing your data**

We may share your information:

- Within the the Rochelle Judd business;
- With third-party service delivery partners and service providers who are involved in provision of our services to you and have equivalent security and privacy standards; and
- With professional advisors or regulatory bodies as required by law.

### **Cross-border disclosure**

Some of our third party technology providers or service delivery partners may be located overseas. If your personal information is transferred outside Australia, we will ensure that either the recipient:

- Is subject to at least equivalent data protection laws; or
- Is contractually required to comply with the Australian Privacy Principles.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Direct marketing**

We may send you updates, offers, and insights we believe are useful to your business. You can opt out at any time by using the unsubscribe link in emails or contacting us.

### **Access and correction**

You have the right to request access to the personal information we hold about you, and to request corrections if it's inaccurate or outdated. Contact us at the details below to make a request.

### **Security**

We take measures to securely store your personal information and protect it from unauthorised access, including:

- Encryption;
- Access controls;
- Staff training and policies; and
- Secure third-party systems.

However, as no system is 100% secure, and we cannot guarantee absolute security.

## **Complaints**

If you have concerns about your privacy or how your personal information has been handled contact us at **rochelle@rochellejudd.com**. We will investigate and respond promptly. If your concern is unresolved, you may contact the Office of the Australian Information Commissioner (OAIC)

## **Updates**

This policy may be updated from time to time. Significant changes will be communicated via email or on our website.

## **Contact us**

If you have questions or feedback about this policy or how we handle your information, contact us at: **rochelle@rochellejudd.com**