

## About Taylor Fry

Taylor Fry provides analytical and actuarial advice to government and business.

We collect and analyse data from a range of sources to produce solutions for the analytical and actuarial challenges faced by our clients – this data can include personal information.

Taylor Fry complies with the Privacy Act 1988 including the Australian Privacy Principles and other Australian privacy regulations which govern how it must handle personal information (**Privacy Act**). Our Privacy Policy explains how we do this.

Taylor Fry may change its Privacy Policy to reflect changes in our practices and privacy regulation. Any changes will come into effect when an updated Privacy Policy is posted to our website.

## How and what Personal Information we collect, and why

### Direct Collection

- » Taylor Fry collects personal information from our clients, employees and other stakeholders for the purposes of providing professional services to our clients and to manage relationships with clients, for research purposes and for purposes of running the organisation.

Where reasonably practicable, we will collect personal information directly from you with your knowledge and, where necessary, with your consent.

We may also collect personal information about you when you attend our seminars and functions or contact us via email or otherwise.

### Indirect Collection

- » If we collect information about you from some other person we will take reasonable steps to ensure you have been made aware that this collection may occur, as required under the Privacy Act.

For instance, Taylor Fry collects personal information and sensitive information from its clients for the purposes of providing actuarial and analytical services to those clients about persons connected with its business such as policyholders or customers.

### Where Taylor Fry collects personal information in this way, it:

- » First obtains assurances from its clients that they have collected that information in accordance with relevant privacy regulations and the clients are authorised to provide the personal information to Taylor Fry;
- » it holds the personal information on a confidential basis; and
- » its staff and any 3rd parties with whom such information is shared are subject to equivalent privacy and confidentiality obligations.

## To whom do we disclose your Personal Information?

Taylor Fry discloses personal information to our clients, third-party service providers, directors, employees and contractors only for purposes that are consistent with the way we have informed you in this Privacy Policy that we will use your information.

Some of these persons may be based outside Australia. If so, we will only transfer personal information outside Australia in a manner that is consistent with the requirements of the Privacy Act.

We may also disclose personal information to any person or authority where we are required to do so by law.

Other than as set out in our Privacy Policy, or specifically agreed with you, we will not disclose your personal information without your prior consent.

### Cookies

A cookie is a small piece of computer code which remains on your computer and contains information which help us identify your browser and previous information viewed in relation to our services.

When you visit our website the cookie can record certain details, including the date, time and at times and content. None of the information recorded by the cookie contains personally identifiable information about you.

Currently Taylor Fry does not collect and use data from cookies.

### How to amend, delete or access your Personal Information

Taylor Fry works to ensure that all personal information that it collects directly and uses or discloses is accurate, complete and up-to-date.

In all other circumstances of indirect collection, Taylor Fry relies on its clients to ensure the personal information provided to Taylor Fry is accurate, complete and up-to-date

If you want to obtain access to any personal information that Taylor Fry holds about you, or believe any of your personal information that we hold is inaccurate, incomplete, or it is not necessary to hold it, you can contact us, in the manner set out below, and we will use reasonable efforts to meet your request within 30 days. This right is subject to any exemptions allowed under the Privacy Act and any obligation on Taylor Fry to inform our clients about your request.

We may charge a reasonable fee to cover the costs of providing personal information to you.

### How we store and keep your Personal Information secure

Taylor Fry is committed to ensuring security of personal information we hold. We take reasonable steps to ensure that personal information is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure.

If Taylor Fry no longer needs the information we take reasonable steps to destroy information or to ensure that it is de-identified. This is consistent with Taylor Fry's general document retention policies which require us to destroy material 10 years after its creation, unless required for legal reasons, or to be retained as a historical record.

### How to contact us or complain

If you wish to make a complaint, request access or correction to your personal information or provide any comments on our please contact our privacy officer on either: [privacy.officer@TaylorFry.com.au](mailto:privacy.officer@TaylorFry.com.au) or +61 2 9249 2900.

We will contact you promptly to discuss any concerns once we receive your correspondence.

