

Privacy Policy

Current as at 20.4.2022

Why you should read this privacy policy

Resolve Advisors collects and uses personal information as part of its business. It is important you understand how your personal information is collected and used.

We explain below what information is considered personal.

This policy covers:

1. What kind of information is considered personal
2. Why Resolve Advisors needs personal information.
3. How Resolve Advisors collects personal information
4. The purposes for which Resolve Advisors collects, holds, uses, and discloses personal information
5. How you may access personal information about you that is held by Resolve Advisors and seek correction of it
6. How you may complain about a breach of the APPs (as defined) and how Resolve Advisors will deal with such a complaint
7. The circumstances in which personal information is likely to be disclosed to overseas recipients and the countries in which such recipients are likely to be located

Why Resolve Advisors needs your personal information

You might interface with us through the Resolve Advisors website seeking information, assistance or a referral or other resources. Your personal information enables that assistance.

For the wholesale energy market (WEMDRA) and Resolution Pathways we provide an external dispute resolution service. Your personal information is part of what is necessary to assist us in resolving a dispute or issue in which you may be involved.

Resolution Pathways

Resolution Pathways has its own privacy policy [Link here](#)

Resolve Advisors Pty Ltd

How Resolve Advisors will collect personal information:

- Directly from you by email
- In conversation when you are talking to one of our team
- Through the form on our site.
- For wholesale energy market participants by registering on the member portion of our website.
- From a person or persons who you may be in dispute with

What does this policy cover?

This Resolve Advisors privacy policy covers all personal information collected, held, used, and disclosed by, or on behalf of Resolve Advisors Pty Limited

It also covers all Resolve Advisors activities, including operating our website and the wholesale electricity market- WEMDRA website and login function on the part of the Resolve Advisors site that services the WEMDRA function:

<https://wemdra.resolveadvisors.com.au/>

What is personal information?

Resolve Advisors is committed to ensuring that we handle personal information in compliance with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988.

The Privacy Act describes “personal information” as information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not...

The Kinds of information that you are likely to share are names, addresses, telephone numbers, birth dates, bank details, and opinions, either your own and/or that of others.

- Information relating to a dispute and the disputing parties, including contractual and business information
- Other information, which is reasonably necessary for, or directly related to, our services or activities



Resolve Advisors Pty Ltd

Collection of your personal information

►► **Resolve Advisors collects and holds personal information to:**

1. Fulfil our legal obligations
2. Keep our clients informed of our activities and services
3. Refer matters to appropriate colleagues and professionals as requested by you.
4. Resolve issues through referral with your knowledge and consent.
5. Provide our dispute management and resolution services and provide reporting on a deidentified basis to clients and stakeholder groups.



Resolve Advisors Pty Ltd

Cookie Policy

The Website uses cookies and third-party analytics tools such as those provided by Google to improve your experience, ensure that our online services function correctly (such as enabling you to log-in to sections of the Website) and to provide Resolve Advisors with information about how you use our Website.

The analytics tools provided by Google places or accesses cookies on your device, which allow them to monitor your use of our website and, where you have an account with those services, may allow them to identify you.

Information regarding Google's cookies, including its privacy policies and information about opting out is available on its website:

<https://policies.google.com/technologies/partner-sites>

The web browser or device you use may offer settings that allow you to choose whether cookies are accepted, or to delete them.

More information about these controls will be available in the help material for your browser or device.

Certain parts of the Website may not work properly if you disable cookies.

Certain third-party services also permit you to opt out of analytics and targeted advertising such as <http://www.aboutads.info/choices> and <http://www.youronlinechoices.eu/>



Resolve Advisors Pty Ltd

How Resolve Advisors uses and discloses your personal information

▶▶ Resolve Advisors may use and disclose your personal information for the purposes for which it has been collected, or, if you consent in advance, for other specified purposes.

People we may share your personal information with

Depending on the service, your personal information may be disclosed to:

1. Consultants we have engaged in with respect to your matter (for example, professional mediators or other experts)
2. Specialist advisers who have been engaged to provide Resolve Advisors with legal, administrative, financial, insurance, or other services
3. Regulatory bodies which oversee or impact on our operations, including the Australian Competition and Consumer Commission
4. External service providers (for example, in relation to the storage and management of databases, management of website and email traffic, and processing of credit card information)
This disclosure will always be made on a confidential basis and such service providers will be limited in their use of your information to the purpose necessary for Resolve Advisors activities only
5. Any other person authorised by you, as specified by you, such as your agent or manager

Some dispute resolution pathways used by WEMDRA, or Resolve Advisors need information sharing to work. Resolve will discuss our disclosure practices in relation to that pathway ahead of committing you to it.

Sharing personal information when required by law

Resolve Advisors may use or disclose your personal information if Resolve Advisors is:

1. Authorised or required by Australian law, or an ordered by a Court or Tribunal
2. Reasonably believes that the use or disclosure is necessary to take appropriate action in relation to **suspected unlawful activity or misconduct.**
3. Reasonably believes that the use or disclosure is necessary for one or more **enforcement related activities conducted** by, or on behalf of, an **enforcement body.**
4. Reasonably necessary for the establishment, exercise, or defence of a legal or equitable claim
5. Reasonably believes that the use or disclosure is necessary to lessen or **prevent a serious threat to life, health, or safety** and it is unreasonable or impracticable to obtain your consent
6. Reasonably believes that the use or disclosure is necessary to **locate a person reported as missing**

Where Resolve Advisors discloses personal information to third parties as described above, it will be handled as confidential information on the terms as specified in the third parties' privacy policies or subject to One NDA if there is no such policy

Your consent to Resolve Advisors using your personal information

You may give Resolve Advisors your consent expressly, or it may be implied by your conduct.

For example, by providing your contact number when asking for a dispute to be resolved, you consent to your number being shared with the person responsible for resolving your dispute.

Resolution Advisors may, from time to time, use your personal information to send you material that it considers will be useful to you, or other material about our activities.

If you do not wish to receive this information, you can let us know and we will stop sending it to you within a reasonable period.

How Resolve Advisors looks after your personal information

Once collected, Resolve Advisors holds personal information in a number of different formats, including (but not limited to) software programs (located both onsite and offsite, and Microsoft Cloud backup storage).

The data is hosted in Australia on AWS facilities.

Resolve Advisors takes reasonable steps to protect your personal information from loss, unauthorised access, modification, disclosure, interference, or other misuse.

Third Party Websites

The Website may include hyperlinks to websites or other content maintained or controlled by others. Resolve Advisors is not responsible for such websites or other content and this policy does not apply to such websites or their content unless otherwise stated.

Sensitive personal information

The Privacy Act imposes special obligations where sensitive information is collected, used, and disclosed. This includes information relating to your racial or ethnic origin, membership of political bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history.

Resolve Advisors may collect some forms of sensitive information, including your ATSI status, your membership of a trade union or professional association as part of our services, disputes, or training.

Resolve Advisors will collect the information if it is necessary for one or more of our functions or activities.

We do not collect sensitive information about you unless you consent. We take your provision of the information to be consent to its collection.



Resolve Advisors Pty Ltd

Access to your personal information or corrections

At any time, you may request access to personal information that Resolve Advisors hold about you by contacting us.

Resolve Advisors will process your request within a reasonable time.

You can use the same process if you need to correct any information.

Resolve Advisors will generally comply with requests to correct personal information or provide access to the personal information requested. If we refuse, we will give you a written notice explaining our reasons for refusal and how you can make a complaint.

Dealing with complaints

If you have a complaint about Resolve Advisors breach of the APPs to the extent the APPs apply, you should contact us.

Resolve will investigate your complaint and respond to you in a timely fashion in accordance with our legal obligations. We will take any necessary corrective actions promptly.

Contact us

Shirli Kirschner – shirli@resolveadvisors.com.au

Changes to this Policy

Resolve Advisors may amend this Policy from time to time, and the amended Policy will be published on the Website.

Any changes will be effective from the date they are posted on this page.

For further information about privacy issues, see the Office of the Australian Information Commissioner's website at www.oaic.gov.au