



QikID PTY LTD ABN 14 154 042 761
PO Box A2626, SYDNEY SOUTH NSW 1235
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MASTER SECURITY LICENCE (NSW) 000100799

QikID PRIVACY POLICY

Last Updated 13 March 2014

QikID respects your personal information and treats it with the care required by Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. In this policy we explain how collect handle and treat your personal information. The policy covers QikID Pty Ltd ABN: 14 154 042 761 and any of its related entities.

What information do QikID collect and store?

- Information that we are required and or authorised by law to collect from the Identity document you presented when entering a business using QikPASS such as your name, date of birth, gender, postal address and photographic image.
- Other information that you may have voluntarily chosen to provide such as; email address, telephone numbers and social media handles.

Anonymity and pseudonymity

You can deal with us anonymously or via a pseudonym by calling us during normal business hours (AEST) on 1300 553 256 however we may be unable to assist you under circumstances where;

- It is not possible or impracticable to address your concerns if you have not identified yourself or
- QikID is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or

How do QikID collect it?

- When you visit a business (Venue) using QikPASS ID Management solutions and present your ID, or enrol via our website, QikPASS will scan your ID and collect your photo, name, date of birth and address.
- QikID may also collect information from video sources such as CCTV.
- QikID does not record government identifiers such as license numbers or passport numbers.
- QikID may attempt to estimate other attributes such as your age and gender, based on your photograph if you have not provided such information.



- In some installations QikID may automatically assigns a unique identifier (an alphanumeric 'QR code') and provide you with a QikPASS Token QR Code to speed up subsequent visits.
- This QR Code is simply a random string linked to your identity and does not hold any of the personal information that you have provided.
- In some instances you may be invited by the venue to participate in VIP or other promotional activities. In such cases the venue may, and only with your consent, collect additional contact details such as email address and mobile phone numbers.
- In some instances businesses can elect to record additional information and other indicators on you in our system for their records.

Information collected and held from third parties.

- The only information collected from third parties and added to the information you have provided is that which we are obliged by law to collect and hold relating to any legally binding Banning Order under State or Federal Laws.

How is my information used?

- To assist businesses to control patron access in the interests of safety and security
- To assist businesses to meet their Regulatory requirements under the appropriate Regulations.
- To assist those patrons who have consented to benefit from promotional and other marketing information relative to a business.
- Personal information collected by QikID is not sold or rented to ANY third party for the purposes of Direct Marketing and any promotional and marketing activity that you have consented to is controlled and managed entirely by QikID with businesses having no access to the information.
- Opt out from receiving marketing and or promotional activity
- Should you wish to opt out from receiving marketing and or promotional activity you can do it yourself in our self-service portal or by contacting us.

Who can access my information?

- Other than QikID service and administration staff (for maintenance purposes and to comply with any Law Enforcement requests for information) no other parties can access your information.
- Venue operators can briefly see a screen which displays the information collected and any matching records showing on the QikID database, solely for



the purposes of confirming that you are the person you are the person presenting the ID document.

The information is then sent to the QikID database (See How is my personal information protected? below) and is not retained on the system unless you have been served with a legally binding Banning Order under State or Federal Laws.

Sharing of information

QikID only allows businesses to access the information they have themselves recorded in our systems. Information is only shared between businesses under two strict scenarios;

- Information in the form of indicators held on the QikID Database, identifying a legally binding Banning Order under State or Federal Regulations.
- Information in the form of indicators held on the QikID Database, that identifies you as; for example, a VIP, and only when you have consented to that information being collected and shared.

Your personal information such as your Name, Address and any other contact details is never shared with another entity, either in Australia or overseas.

How is my personal information protected?

- QikID has designed a high level of security into its system.
- The system is cloud based with no personal information, other than that defined above, being held by a venue.
- All data and communications are encrypted (the latter using SSL protocols).
- All transactions are logged, providing an audit trail which would for instance enable QikID to identify which authorised operator had scanned a user's token; searched for a username, and /or requested further information about a user, with the time/date of each transaction.

How can I correct personal information you hold on me?

- You can seek to correct any personal information held by QikID if you consider that it is not accurate, complete or up-to-date by contacting us and we will respond to you as quickly as possible and within legislative timeframes as a minimum.
- If QikID is able to correct the information, we will let you know within 30 business days.
- If QikID is unable to correct your information, we'll explain why in writing within 30 business days.



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- Under some circumstances we may not be able to give you access to your personal information if we believe it would be likely to affect the activities of a Law Enforcement agency, it is unlawful or the request is frivolous.
- Please see our System Security Statement for more information.

How long is my personal information kept?

- QikID retains both enrolment and transaction information for as long as it is reasonably required for the operation of the system or
- The retention and deletion of information is the subject of an Australian law, or a court/tribunal order.
- Please see our Data Deletion Policy for more information.

How can I complain about a breach of the Australian Privacy Principles?

- You can contact us.
- If you're still unhappy, which we sincerely hope will never happen, you can contact the offices of the Australian Privacy Commissioner;
 - www.oaic.gov.au/privacy
 - Email: enquiries@oaic.gov.au
 - phone: 1300 363 992
 - Mail: GPO Box 5218 Sydney, NSW 2001 or GPO Box 2999 Canberra ACT 2601