



## QikID PRIVACY POLICY

### About this Privacy Policy

QikID respects your privacy and as an organisation adhering to the Australian Privacy Principles and the Privacy Act 1988 (Cth), has established practices and procedures to help ensure that the information we hold, and the management of such information, complies with the relevant Australian legislation.

In the policy below we explain how we collect, handle and treat your personal information.

This policy relates to QikID Pty Ltd ABN: 14 154 042 761. QikID may, from time to time, review and update this privacy policy to take account of new legislation and or changes to its operations.

### What information do QikID collect and store?

#### For visitors to businesses (venues) that employ QikID's ID management Services

- Information that we are required to and or authorised by law to collect from the Identity document you presented when entering a venue such as: your name, date of birth, gender, postal address, date and time, an image of the Identity document provided and a photographic image collected at the point of entry to a venue.
- Other information that you may have voluntarily consented to provide and allow us to hold such as; email address, telephone numbers, sequence of visits and social media handles.
- QikID may also collect images from video sources such as CCTV and other image capture devices.
- 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 assign a unique identifier token (QR code) and provide it to you to speed up subsequent visits. This QR Code 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 a venue can elect to record additional information and other indicators on you in our system for their records.
- In some instances QikID may also generate a Facial Identification Record, stored as a biometric template, from a photograph collected when entering a venue.
- QikID deletes your data after 30 days (or within the time frame defined by the relevant State or Federal regulations) unless:
  - You have consented to the retention of that data for customer service and or other promotional activities offered by the venue
  - You are subject to a legally binding Banning Order under the relevant State or Federal legislation
  - You are subject to a Venue banning order or watch list issued by a Venue exercising its Common Law or other statutory rights.



### **For Venues that employ QikID's ID management Services**

- QikID may collect information required for you to establish and operate a credit account to use QikID's ID Management services. Such information may include your Name, or Business Name, relevant address, contact details and the financial and banking information necessary to operate your account.

### **How do QikID collect it?**

#### **For visitors to businesses (venues) that employ QikID's ID management Services**

- When you visit a venue using QikPASS ID Scanning solutions and present your ID, QikPASS will scan your identity document and collect your photograph, name, date of birth and address.
- When you visit a venue using QikDETEKT Biometric Facial Recognition services, images may be collected from the venues CCTV system or other image capture devices.
- QikID may collect information when you communicate with us by email, telephone or in writing (for example if you contact support or provide feedback).

#### **For Venues that employ QikID's ID management Services**

- When you apply for connection to QikID's ID Management services.
- When you enter into agreement with QikID to use QikID's ID Management services.

#### **Automated collection of information (Cookies)**

- QikID may use a feature of your browser called a cookie to assign your computer a User ID. Cookies do not contain information by which QikID can identify you. They identify your computer to our servers.
- You may configure your browser so that you are notified before a cookie is downloaded or so that your browser does not accept cookies.
- QikID may use information contained in cookies to make assumptions about the user of the computer.
- To disable your cookies, please refer to the help menu within your Internet browser.

#### **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 Order under State or Federal Laws.

#### **How is my information used?**

- To assist venues to manage and control access to its premises.
- To assist venues to meet their Regulatory requirements under the appropriate State or Federal Law.
- To assist individuals who have consented to benefit from promotional and other marketing information relative to a venue.
- Personal information collected by QikID is not used, shared, sold or rented to ANY third party for Direct Marketing and or other promotional and marketing activity that you have not positively consented to.
- QikID may use de identified data for the purposes of statistical analysis and reporting.



### How is my personal information protected?

- QikID employs significant levels of security within its systems and processes.
- QikID's services are 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 ID or QR code token; searched for a username, and /or requested further information about a user, with the time/date of each transaction.
- Please see our System Security Statement for more information.

### 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 using QikPASS ID scanning services 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 presenting the ID document. The information is then sent to the QikID database and is not retained on the system unless you have been served with a legally binding Banning Order under State or Federal Laws or a Venue banning order or watch list issued by a Venue exercising its Common Law or other statutory rights.

### Sharing of information

- QikID only allows venues 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.
- Your personal information may be shared with Law enforcement agencies, government agencies and Officers of the Courts if compelled to do so under relevant State or Federal Laws.

### 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



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MASTER SECURITY LICENSE (NSW) 000100799

### **Opt out from receiving marketing and or promotional activity**

- Should you wish to opt out from receiving marketing and or promotional activity that you previously agreed to you can do so via our self-service portal or by contacting us. (See how to contact us)

### **How can I access and or correct personal information you hold on me?**

- You can seek access to and or correct any personal information held by QikID if you consider that it is not accurate, complete or up-to-date by first contacting us by email; [privacy@qikid.com](mailto:privacy@qikid.com) and we will respond to you within 30 business days.
- You may be required to provide evidence of your identity in the form of Certified Copy of your Identity documents before QikID can provide the information.
- In most cases, unless you have consented to the retention of your information or, you are subject to a legally binding Banning Order under State or Federal Laws or, a Venue banning order issued by a Venue exercising its Common Law or other Statutory rights, your data will have been deleted after 30 days following your visit to a venue employing QikID's ID management Services.
- 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.
- 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.

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

- If you believe that QikID has breached its obligations to you under the Australian Privacy Principles please contact us by email: [privacy@qikid.com](mailto:privacy@qikid.com) with the details of your concerns.
- We will investigate your concerns, attempt to address them and will respond to you as quickly as possible and as a minimum, within legislative timeframes.
- If you're still unhappy, which we sincerely hope will never happen, you can contact the offices of the Office of the Australian Information Commissioner on: 1300 363 992 or email [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).



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## How can I contact QikID?

You can contact QikID by:

- Phone: 1300 553 256 during normal business hours (AEST)
- Email: [privacy@qikid.com](mailto:privacy@qikid.com)
- Mail: POBOX A2626, Sydney South NSW 1235