

Grey Hen Production for Resolution Run Series (Grey Hen Production Pty Ltd ABN 607 014 979) (GHP Pty Ltd) (also the organisers of the Resolution Run Series (GHP Pty Ltd)), understands the importance of, and is committed to, protecting your personal information.

We comply with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) regarding the manner in which we handle your personal information and how we respond to your requests to access and correct it.

This Privacy Policy explains how we manage your personal information (that is, information or an opinion about you, whether true or not, which identifies you or from which your identity is reasonably identifiable), including our obligations and your rights in respect of our dealings with your personal information.

1. Personal Information

1.1 Personal information is any information about you that identifies you or information by which your identity can be reasonably identified.

1.2 Grey Hen Production (GHP Pty Ltd) collects personal information so that we are able to effectively provide you with goods and services that we supply.

1.3 The types of personal information that we collect will depend on the circumstances of collection and the kind of service that you request from GHP Pty Ltd. We may collect personal information such as your name, address, company, telephone number, job title and, in some instances, your financial details. When you use the internet, we collect information relating to the pages on websites that we operate which you visit.

1.4 Personal information is generally collected during the course of our relationship with you. We may collect personal information about you when you deal with us over the telephone, send correspondence, visit websites that we operate or through personal contact. There may be occasions when we collect information about you from a third party, for example from a work associate who provides such information to us or from a database provided to us.

1.5 We use the personal information that we collect to provide our services to you, to fulfil administrative functions associated with these services, for example billing, to enter into contracts with you and/or third parties and for marketing and client relationship purposes. When we collect your personal information we will give you the option of advising us that you do not want us or any third party to use the information for any disclosed secondary purpose. You may also at any later date notify us of your preference on this issue by contacting our privacy officer (see below for contact details).

2. How we collect your personal information

2.1 We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practicable to do so, we will collect your personal information directly from you.

2.1. We may collect personal information from you through some of the following means:

2.1.1. when you make an inquiry through our website (www.resolutionrunseries.com.au) (Website) or via social media;

2.1.2. when you provide it to us in person, or by correspondence in writing or electronically;

- 2.1.3. when you register as a participant, volunteer or fundraiser in a 'Resolution Run Series' Event (Event);
 - 2.1.4. when you complete an application, registration form or purchase order;
 - 2.1.5. when you provide us with biographies for events or publications, including photographs;
 - 2.1.6. through attending any of the workshops, classes, forums or other events (including an Event) run by GHP Pty Ltd;
 - 2.1.7. when you enter competitions run by GHP Pty Ltd or by one of our event sponsors as part of an Event;
 - 2.1.8. through any of our mobile applications;
 - 2.1.9. if you respond to a customer satisfaction or market research survey;
 - 2.1.10. in administering and performing any contracts with you;
 - 2.1.11. when administering any of our services; and
 - 2.1.12. as otherwise may be required.
 - 2.2. In certain cases we may collect personal information from publically available sources and third parties, such as:
 - 2.2.1. social media, websites, directories and databases;
 - 2.2.2. industry partners (for example registration/on the day activation/stands)
 - 2.2.3. sponsors;
 - 2.2.4. your employer or colleagues (for example, they may register you as part of a corporate team or refer you to us);
 - 2.2.5. your advisors or representatives (such as financial or legal advisors);
 - 2.2.6. suppliers and contractors; and
 - 2.3. If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.
 - 2.4. If you choose not to give us personal information that we request from you, we may not be able to:
 - 2.4.1. provide the requested products or services to you, either to the same standard or at all;
 - 2.4.2. provide you with information about products and services that you may want, including information about discounts, sales or special promotions; or
 - 2.4.3. tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful;
3. Types of personal information we collect
 - 3.1. The types of personal information that we collect include (but are not limited to):
 - 3.1.1. your name, gender and contact information, including postal and residential addresses, telephone and facsimile numbers, and email addresses;
 - 3.1.2. your date of birth;
 - 3.1.3. your employment details (such as occupation, employer, position title, and areas of expertise) and personal biography;
 - 3.1.4. your photograph;
 - 3.1.5. your areas of interest and expertise;
 - 3.1.6. financial details;
 - 3.1.7. Events attended, Event distances completed and run/walk time results;
 - 3.1.8. details of products or services you have purchased or enquired about;
 - 3.1.9. details of your fundraising history and activities;
 - 3.1.10. details of medical conditions, dietary requirements, disabilities and emergency contacts;

- 3.1.11. details of your feedback and opinions in our surveys;
 - 3.1.12. details of your stories to be shared in our newsletters/with our media partners and in marketing collateral (we will contact you for your consent before publishing);
 - 3.1.13. details of your volunteer activities and roles for media opportunities (we will contact you for your consent);
 - 3.1.14. other identification information when required, such as student ID numbers, your tax file number, and drivers licence classifications and numbers; and
 - 3.1.15. For job applicants or staff, employment history, educational qualifications, health information (ie. medical reports) and payroll details.
 - 3.2. We only collect sensitive information about you with your consent, or otherwise in accordance with the Privacy Act.
 - 3.3. Where it is practicable to do so, we are required to provide the option for you to deal with us anonymously or under a pseudonym. This option will not be available where we are required or authorised by law to deal with individuals who have identified themselves or if we need to verify your identity in order to provide products or services to you.
 - 3.4. We will not adopt a government related identifier, such as a tax file number or Medicare number, to identify you, unless the use is reasonably necessary for us to verify your identity of the individual for our activities or functions.
4. Our purposes for handling your personal information
 - 4.1. In general, we will collect, hold, use and disclose personal information for the purposes of providing or offering our services to you or engaging you to provide services to us or on our behalf, any purposes that you may reasonably expect, for any other purpose authorised by law, or for any other purposes disclosed to or authorised by you.
 - 4.2. By providing us with your personal information, you expressly consent to us holding, using and disclosing your personal information to:
 - 4.2.1.offer and provide you with our services and the Website;
 - 4.2.2.manage and administer those services, including account keeping procedures;
 - 4.2.3.undertake administration, marketing (including direct marketing), planning, development, research and organisation tasks in respect of the GHP Pty Ltd, including providing information about the current Event, or future Events;
 - 4.2.4.maintain records of Event participants, volunteers and ambassadors;
 - 4.2.5.provide special offers to Event participants;
 - 4.2.6.represent the Resolution Run Series fundraising efforts to sponsors and other parties we work with;
 - 4.2.7.prepare reports to industry bodies;
 - 4.2.8.provide you with news and information about our Events and organisation;
 - 4.2.9.personalise your experience with our products and services, for example, via connectivity with social media services;
 - 4.2.10. conduct business processing functions including providing personal information to our partners, contractors, service providers or other third parties to process registrations of participants, volunteers and ambassadors taking part in Events;
 - 4.2.11. partner with organisations to develop and provide participant and partner services and benefits;
 - 4.2.12. conduct internal research and statistical analysis;
 - 4.2.13. assess your eligibility for employment within our organisation;
 - 4.2.14. establish and run professional development programs for our sponsors and volunteers;
 - 4.2.15. engage you to provide services to us or on our behalf; and

- 4.2.16. Comply with our legal and regulatory obligations.
- 4.3. You also consent to GHP Pty Ltd using their video and photographic images (and any accompanying audio) of you for GHP Pty Ltd's promotional purposes.
- 4.4. We may disclose personal information between our organisations or to third parties such as:
 - 4.4.1.our suppliers (such as web hosting providers, systems administrators and mailing houses);
 - 4.4.2.organisations that provide us with technical and support services;
 - 4.4.3.our professional advisors;
 - 4.4.4.our employees, contractors or service providers for the purposes of operation of our business or our website or to fulfil requests by you;
 - 4.4.5.travel and accommodation service providers;
 - 4.4.6.external event managers;
 - 4.4.7.our industry partners and sponsors;
 - 4.4.8.event and conference venues including parks, recreational and sporting grounds, hotels, restaurants or sporting clubs;
 - 4.4.9.related service providers who collect information at their stands at the Event;
 - 4.4.10. suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
 - 4.4.11. Any organisation for any authorised purpose with your express consent.
- 4.5. If we disclose information to a third party, we expect that the third party protect your information to the same extent that we do.
5. Holding and protecting your personal information
 - 5.1. We will hold personal information as either physical records, electronically on desktop/laptop computers or other portable devices, on our servers, in cloud storage, and in some cases, records on third party servers, which may be located overseas.
 - 5.2. We may also make sound and visual records at our events and some of the programs we run.
 - 5.3. We take active steps to hold personal information in a secure manner to ensure that it is protected from misuse, interference and loss, and unauthorised access, modification or disclosure, including:
 - 5.3.1.requiring our staff to maintain confidentiality;
 - 5.3.2.implementing document storage security policies;
 - 5.3.3.imposing security measures for access to our computer systems;
 - 5.3.4.providing a discreet environment for confidential discussions;
 - 5.3.5.only allowing access to personal information where the individual seeking access has satisfied our identification requirements; and
 - 5.3.6.Ensuring there is access control into our offices.
 - 5.4. We seek to ensure that your contact details are correct through direct communication with you, GHP Pty Ltd's annual registration process and our secure member login function on our Website where Event participants, fundraisers, supporters and volunteers can update their own personal information and preferences at any time.
 - 5.5. We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.
6. Direct marketing
 - 6.1. You consent to us holding, using and disclosing your personal information to provide you with information about new events, services, products and promotions either directly from us, or directly from specially selected and approved third parties, which may be of interest to you.

- 6.2. You also consent to us disclosing your personal information directly to specially selected and approved sponsors and industry partners so that they may provide you with products, services and promotions which may be of interest to you.
- 6.3. You may opt out at any time if you no longer wish to receive commercial messages from us or our sponsors and industry partners. You can make this request by contacting our Privacy officer at info@resolutionrunseries.com.au
7. Accessing and correcting your personal information
 - 7.1. You may request access to your personal information and request its correction at any time by sending a written request to our Privacy Officer
 - 7.2. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.
 - 7.3. We are not obliged to correct any of your personal information if we do not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.
 - 7.4. We will respond to all requests for access to or correction of personal information within a reasonable time.
8. Security
 - 8.1. We will take all reasonable precautions to safeguard your personal information from loss, misuse, unauthorised access, modification or disclosure. We use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases.
9. Online Privacy Issues
 - 9.1. To the extent that the other sections of this Privacy Policy apply to online privacy issues, they form part of the terms of use for any website operated by us. This section of the policy provides information specifically relating to websites operated by us.
 - 9.2. Online collection of personal and aggregated data
 - 9.2.1. We will collect personal information from web sites operated by us where you register for email bulletin services, register as a member or purchase goods or services through the web site. We will use this information for providing the relevant service to you and in other ways described in this policy.
 - 9.2.2. We may also collect other information when you access a web site operated by us – some of this is personal information and some of it is not – to optimise our goods and services including our web pages for your computer. This information will include the identity of your internet browser, the type of operating system you use, your IP address and the domain name of your internet service provider.
 - 9.2.3. This information is aggregated for reporting purposes. Personal identifiable characteristics are removed and users remain anonymous unless you have provided express consent to us to recognise your usage. This data is gathered by us to examine internet trends and demographics and to assist in improving web sites operated by us, and may be provided to third parties for marketing and research purposes.
 - 9.3. Cookies
 - 9.3.1. To enhance your experience with web sites operated by us, many of our web pages use “cookies”. Cookies are text files that a web site transfers to your computer’s hard drive for record keeping purposes. Web sites operated by us use cookies to support your current activity on the web site by providing a unique identifier in order to allow our web server to distinguish your web browser from any other web browser accessing the

web site, and to customise the web site for you. They also allow us to follow usage patterns and compile data that may help us improve the web site and targeting advertising. Cookies by themselves do not tell us your e-mail address or other personal information. However, once you choose to provide the web site with personal information this information may be linked to data stored in the cookie.

9.3.2. You should adjust the settings in your web browser if you do not want information collected through the use of cookies. However, this may slow down or restrict access to parts of the web site.

9.4. Links to other web sites

9.4.1. Some of the web sites operated by us contain links to third party web sites, being advertisers, sponsors or other companies that we have a relationship with. Although a web site may be linked to a web site operated by us, we are not responsible for the privacy practices of the linked web site. Any concern that you may have in relation to privacy policies of a linked third party web site should be directed to the operator of that web site.

9.5. Online disclosures

9.5.1. From time to time we may have relationships with other companies that we allow to place advertisements on web pages of sites operated by us. As a result, when you visit a web site operated by us, advertising server companies may collect information such as your domain type, IP address and clickstream information.

9.6. Public forums

9.6.1. Web sites operated by us may make chat rooms, forums, message boards and/or news groups available to you. Any information through these channels becomes public information and you should exercise caution in disclosing personal information. Whenever you disclose personal information through these channels, this information can be collected and used by others.

9.7. Promotional e-mail

9.7.1. If you are receiving promotional e-mail from us and you no longer wish to receive this information, please e-mail us and we will ensure that you no longer receive this information.

9.8. What is a government related identifier?

9.8.1. A government related identifier is a government or government agency designated identification number such as tax file number or Medicare number. We do not use government related identifiers to identify personal information that we have collected from you.

9.9. Does my personal information leave Australia?

9.9.1. No all your information will stay in Australia.

9.10. Sensitive Information

9.10.1. Sensitive information can be information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health.

9.10.2. We will not usually collect sensitive information. However, if we do, it will usually be for the purposes of providing our goods or services. We will seek your consent to collect and, (where required) use, sensitive information if required by the Australian Privacy Principles.

10. Resolving personal information concerns

- 10.1. If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Privacy Officer:
 - 10.2. We take all complaints seriously, and will respond to your complaint within a reasonable period.
 - 10.3. If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:
11. Event Variation and Limitation of Liability
 - 11.1. In the event of war, terrorism, state of emergency or disaster, GHP Pty Ltd reserves the right to cancel, terminate, modify or suspend the promotion, subject to any written directions from a relevant regulatory authority.
 - 11.2. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control, Grey Hen Productions (GHP Pty Ltd) or associated parties, GHP Pty Ltd reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any entrant; or (b) disallow entrant participation or (c) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the promotion, as appropriate.
 - 11.3. Except for any liability that cannot be excluded by law, GHP Pty Ltd (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of GHP Pty Ltd; (d) any variation in prize value to that stated in these Terms and Conditions; or (e) any tax liability incurred by an entrant.
 12. General
 - 12.1. This document reflects our Privacy Policy as at 25 March 2015. We may amend our Privacy Policy at any time by posting an updated Privacy Policy on the Website. The date of this Privacy Policy will inform you as to whether there have been updates since your last visit.
 13. Complaints
 - 13.1. All complaints are to be submitted in writing to GHP Pty Ltd attention The Privacy Officer.
 - 13.2. GHP Pty Ltd will respond to your written complaint within 30 days.

[Grey Hen Productions Pty Ltd](#)

Email: info@resolutionrunseries.com