

## Privacy Policy – Pending AI

Pending AI Pty Ltd. is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner (<https://www.oaic.gov.au/>).

### What is Personal Information and Why do we Collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect may include names, addresses, email addresses, phone, organisation (if applicable), country, and contact numbers.

This Personal Information is obtained in many ways including correspondence, by telephone, facsimile and/or email, via our website (<https://pending.ai>), from your website, from media and publications, from other publicly available sources, from cookies, from your voluntary completion of our customer surveys and/or provision of feedback, and from third parties. We do not guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing ([contact@pending.ai](mailto:contact@pending.ai)).

Our products and services are not intended for children and as such, we do not knowingly collect Personal Information from this age group (under 18 years of age). If you become aware of any inadvertent collection of such information, please contact us in writing ([contact@pending.ai](mailto:contact@pending.ai)), and we will take reasonable steps to remove it from our systems.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Sensitive Information

Sensitive Information is defined in the Privacy Act as information about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

We ask that you do not provide us with any Sensitive Information, unless legally required or authorised to do so.

### Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such cases, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing ([contact@pending.ai](mailto:contact@pending.ai)).

Pending AI Pty Ltd. will not charge any fee for your access request.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Pending AI (ABN 96629162027)

Address: National Innovation Centre, Suite 112, 4 Cornwallis St, Eveleigh NSW 2015, Australia

Email: [contact@pending.ai](mailto:contact@pending.ai)