

## Anyone who makes an enquiry or provides us with feedback, including complaints

Types of personal data	Collection	Purpose	Disclosure	Retention Period
<p>Information such as:</p> <ul style="list-style-type: none"> <li>• your name;</li> <li>• email address/other contact details;</li> <li>• information regarding your job and business; and</li> <li>• your phone number.</li> </ul>	<p>Your <b>personal data</b> is collected when you:</p> <ul style="list-style-type: none"> <li>• contact us via email, phone or any other method;</li> <li>• contact us via text message or similar messaging services; and</li> <li>• contact us using our online forms.</li> </ul>	<p>Your personal information is used to:</p> <ul style="list-style-type: none"> <li>• respond to your enquiry or feedback; and</li> <li>• update registers and other records to reflect our professional requirements of conduct.</li> </ul>	<p>Your <b>personal data</b> may be transferred to our <b>third party</b> service providers who support the operation of our business.</p> <p>Your <b>personal data</b> may be transferred to professional bodies and regulatory authorities.</p> <p>We shall only transfer personal data to <b>third parties</b> which is limited to the relevant <b>purpose</b> and is adequately protected.</p>	<p>Please refer to our <b>Retention Policy</b>.</p> <p>We will ensure we keep all personal data up to date and shall archive and then permanently delete any <b>personal data</b> which is not necessary for the <b>purpose</b>.</p>