

Cinta Insights Pty Ltd Privacy Policy

Effective [5th February] 2025

Privacy and the protection of your data underpins the service that Cinta Insights Pty Ltd (A.C.N. 680 484 315) (“Cinta Insights”) delivers. This document outlines the steps that Cinta Insights takes to ensure as a member of our Community you are aware of how your data is stored, and used. It also provides a view of the privacy steps we take and how your privacy and data is protected.

Introduction

By registering as a member of the Cinta Insights Community you will be asked to provide certain information. This information is detailed within this document.

Our Privacy Policy is based on the following principles:

- You can access, update or change profile information at any time
- You can opt out/unsubscribe at any time
- You can request to have your account deleted
- We only store profiling information you choose to provide
- We do not permit any third party business or businesses to access your information unless we receive your express, written consent to do so
- We will not forward or transfer your information to any third parties provided that to the extent necessary to perform any administrative function including in connection with any survey response by you, we may transfer your information to our affiliate based in New Zealand, Cinta Insights Ltd, and you consent to such transfer.
- If you have any concerns or questions relating to this document then please send your enquiry to george@cintainsights.com.au

What Information do we collect?

1. We collect and store the following types of information:
 - a. Information that you directly provide Cinta Insights- in signing up to our community;

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2. Information which you directly provide may include:
 - a. Name, phone number, email address you provide when registering a Cinta Insights Account
 - b. Profiling information as provided when you confirm your participation in our community
 - c. Any responses you provide in completing survey activity
 - d. The content of any feedback or correspondence you send Cinta Insights
 - e. Any banking or other details you provide Cinta Insights in requesting a rewards

payout;

Or-

3. Information that we collect relating to your use of, and interaction with, Cinta Insights can include:
 - a. your IP address;
 - b. your activities, such as when you accept or skip an invitation, your participation in surveys and your progression through a particular survey;
 - c. information about the device you are using to access Cinta Insights online surveys (e.g., whether you are using a computer, mobile phone, tablet etc.); or
 - d. your rewards history from participating in activities and any rewards you may have earned and been provided with

What do we do with the information we collect?

1. We use profiling information to deliver surveys relevant to you
2. We use profile information in conjunction with information obtained from sources such as your IP address and address (via Geo-Location software) to match and deliver relevant surveys to you
3. Cinta Insight's clients may require access to profiling information to determine the target audience for specific survey. However, we adhere to the following restrictions in providing our clients with profiling information:
 1. We only provide profile information to clients in a format that is aggregated and de-identified. No response is directly provided to a client alongside personally identifiable information unless express consent has been obtained prior to such disclosure taking place;
 2. The responses you submit during a survey are provided to Cinta Insights clients in a de-identified format.
4. During some surveys you may be asked to provide your name, email address and other contact information. In relation to these occasions, you should note that:
 1. you are providing this Information directly to the end client – and are not bound to provide your permission unless you are happy to have this information passed on;
 2. your Information will be dealt with in accordance with the relevant client privacy policy and not this Privacy Policy; and
 3. you are always free to decline providing contact details to a client.
5. We may also use information you provide to:
 1. help detect and prevent fraudulent activity;
 2. maintain the data quality of survey responses;
 3. improve and personalise your experience.

How can you access your information?

1. You can access and update or amend profile information at any time by requesting it from george@cintainsights.com.au
2. You can update and change the email address with which you registered by contacting Cinta Insights at george@cintainsights.com.au

Disclosure to Third Parties

1. We will not provide any personal information to a third party unless:

1. you have expressly consented to such disclosure;
 2. required to do so by law.
2. Any survey data you provide may be analysed and aggregated by Cinta Insights Ltd employees based in New Zealand. All Cinta Insights Ltd employees are required to maintain the same privacy standards as required
3. Additionally, some surveys may be commissioned by clients based outside of Australia. Your survey data may be delivered to these clients which operate outside of Australia. It is anticipated that usually such overseas clients will be based in New Zealand, but on occasion such clients could be located in other countries.

Security

1. All of the information collected and stored by Cinta Insights is protected by firewalls against unauthorised access.
2. We will do all we can using all technology available to us and the Community Platform used Forsta+ to maintain the security of your data. By accepting this Privacy Policy you indicate that you acknowledge this.

Closing your Account

You are always able to request closure of your account. Upon closure of your account we will provide you the option of having all data obtained through the Site deleted from Cinta Insights' records with the exception of information required for taxation and auditing purposes.

General

1. Joining the Cinta Insights community is completely opt-in and you may request to leave at any time by contacting george@cintainsights.com.au
2. Requests for access to personal information held about you may also be made by sending an email to info@cinta.co.nz or george@cintainsights.com.au
3. On signing up you agree that you understand and accept this Privacy Policy.
4. You may direct any complaints or concerns about our privacy policies or procedures or about a breach of the Australian Privacy Principles, to George@cintainsights.com.au
5. This Privacy Policy may require amendment on occasion, including where this is due to changes to the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. We will contact you and notify you of any change in this eventuality.