

openXchange Pty Ltd ABN 61 69 2551 250 (“we”, “us”, or “our”) is a one-stop marketplace for governance, risk and compliance solutions, services and talent — curated, governed and delivered by experienced practitioners and specialist partners. Through transparent commercial structures and a collaborative professional ecosystem, openXchange combines professional expertise with fit-for-purpose solutions to reduce cost, improve delivery outcomes, and strengthen risk and compliance capability across organisations.

At openXchange, we are committed to upholding your privacy.

### **Purpose of this policy**

Our Privacy Policy explains how and when we collect, store, use, share, and disclose your personal information. Our Privacy Policy also explains how you can access and change your personal information we hold, and how to make any inquiries or complaints about your privacy in regard to our Privacy Policy. openXchange adheres to the Australian Privacy Principles (APPs) as outlined in the *Privacy Act 1988 (Cth)*. We pledge to take all necessary and reasonable steps to comply with the APPs, and to respect your privacy rights.

By accessing and using all features, functions and resources made available through our website, you agree and consent to the collection, use, and storage of personal information by us as set out in this Privacy Policy.

Your Personal information will only be used by us for:

- the primary purpose it was obtained or a secondary purpose
- A secondary purpose directly correlated to the primary purpose
- Only with your consent or otherwise required or authorised by law.

### **Collecting personal information**

openXchange may collect personal information such as your name, mailing address, email address, mailing address, LinkedIn profile link, photos, and phone number.

We collect your personal information when you provide it to us by signing up for our services. This may occur through your expression of interest in joining openXchange through our engagement channels including LinkedIn and other social platforms, email or openXchange website, registering for our connection events.

## **Using your personal information**

openXchange collects your personal information to fulfill our services to you as a collaborator within our ecosystem. These services may include, but are not limited to:

- Sending you services, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you
- Contacting you regarding our connection events
- Providing you with newsletters and marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our collaborators that we think you may find relevant or interesting
- Seeking support for another openXchange collaborator (Professionals, Practitioners, Affiliates, Enablers)
- Requesting your contribution and collaboration for the openXchange community
- Connecting you with another openXchange collaborator

## **Disclosing your personal information**

We may disclose your personal information to other collaborators to provide you with products or services, as deemed relevant and appropriate by openXchange.

At openXchange, we will only disclose certain personal information to connect you to our expert practitioners, our knowledge database, or for another service you have requested. If you do not wish your information to be disclosed or to update or change your personal information, please use the Contact Us section on the website [www.openxchange.com.au](http://www.openxchange.com.au)

We also disclose your information to other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

## **Sensitive information Disclosure Statement**

At openXchange, we do not collect your sensitive information. We are an inclusive ecosystem that is built on the foundation of free information sharing and collaboration. Our collaborators may choose to disclose their sensitive information such as opinions, associations, racial or ethnic origin, sexual orientation, etc. as part of their contributions. openXchange does not take responsibility for this information as it is contributed with the intent of public sharing.

### **Using our website and cookies**

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser, but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

### **Third party links**

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

### **Security**

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Our website is protected by an SSL certificate, and we use a number of physical, administrative, personnel and technical measures to protect your personal information. However, we cannot guarantee the security of your personal information.

## **Surveys**

From time-to-time openXchange may send you a survey to improve our services for the collaborators on the platform. This allows us and our collaborators (Survey Creators) to create and administer surveys for other collaborators or their employees (Survey Participants) to participate in surveys as part of our community. Please note any survey participation is voluntary, and you reserve the right to decline participation at any time.

openXchange secures and holds any and all survey data and responses. Survey Creators have a right to access their correspondent survey data and responses for collaborative purposes, excluding individual responses. We do not sell or share individual survey data or responses to third parties. We comply with all legal requirements and may be required to release information under special circumstances.

## **Protecting your personal information**

At openXchange, we take reasonable steps to ensure the security of our systems and to protect your personal information that we hold from misuse, interference and loss as well as unauthorised access, modification or disclosure. Your personal information is stored at openXchange's IT systems, supported by relevant third parties, and can only be accessed by authorised personnel for services you consent to.

## **Making a complaint**

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us the information in the 'Contact Us' section of this Privacy Policy. Please include your name, email address, telephone number and a detailed explanation of your complaint. We will aim to acknowledge your complaint and respond to you regarding your complaint within 10 business days. This response will include information about the further steps you can take if you think that we have failed to resolve the complaint satisfactorily.

## **Contact us**

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us via the CONTACT US Section on our website or using the details set out below:

Email: [contact@openxchange.com.au](mailto:contact@openxchange.com.au)

Mail: 222a Williams Road, Toorak VIC 3142

If your request is not satisfactorily addressed and you wish to make an external complaint, you can contact the Office of the Australian Information Commissioner by phone at 1300 363 992.

## **Updates**

openXchange reserves the right and is committed to regularly updating and changing this policy as necessary. Any updates to this Privacy Policy will be accessible through our website, <https://openxchange.com.au>, and the date stated declares when deemed effective.

This Privacy Policy has last been updated 29 January 2026 and is effective as of this date.