

## Eyeonic Vision Test Privacy Policy

### 1. Introduction

- (a) The Eyeonic Vision Test Platform (**Eyeonic Platform**) made available through website (www.eyeonic.com) and Services sold on, or via, this Eyeonic Platform are created, operated and controlled by Eyeonic Pty Ltd (ACN 631 432 892) (**Eyeonic, we, our or us**).
- (b) We are committed to ensuring your Personal Information is protected. We manage your Personal Information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (**Privacy Act**), the Data Protection Act 2018 (**UK DPA**) which applies to the United Kingdom and the General Data Protection Regulation (EU 2016/679) (**GDPR**) which applies across the European Union (collectively, **Privacy Laws**).
- (c) By accessing and using and continuing to use the Eyeonic Platform and Services, you agree to this Privacy Policy.
- (d) This Privacy Policy outlines how and when we collect, process, use, share, store, disclose, retrieve, alter and destroy your Personal Information and how you may make a privacy complaint.
- (e) For the purpose of this Privacy Policy:
  - (i) **Clinician** means non-medical allied health professional, optometrist or optician (as the context permits) who treat eye conditions or illnesses, and who access and use the Eyeonic Platform and Services;
  - (ii) **Eye Vision Results** means the findings or results of an Eye Vision Test performed through the Eyeonic Platform;
  - (iii) **Eye Vision Test** means the self-administered diagnostic test made available to Users and Clinicians through the Eyeonic Platform for the purpose of assessing either:
    - A. a User's peripheral vision sensitivity; and/or
    - B. testing whether there are any defects in the User's binocular vision.
  - (iv) **Health Information** has the same meaning that it has under the Privacy Laws, namely:
    - A. information or an opinion about: (1) the health or a disability (at any time) of an individual; or (2) an individual's expressed wishes about the future provision of health services to him or her; or (3). a health service provided, or to be provided, to an individual; that is also personal information; or
    - B. other personal information collected to provide, or in providing, a health service; or
    - C. other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or

- D. genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
- (v) **Personal information** (also known as **personal data**) has the same meaning that it has under the Privacy Laws, namely, information or an opinion about you which identifies you, or which is reasonably capable of identifying you, whether or not the information is true or recorded in a material form.
- (vi) **Sensitive Information** (also known as **sensitive personal data**) is a sub-set of Personal Information, as defined under the Privacy Laws and includes Health Information
- (vii) **Services** mean the provision of Eye Vision Tests made available through the Eyeonic Platform
- (viii) **Token** means the credit amount recorded on the Eyeonic Platform which can be redeemed in exchange for Eye Vision Tests; and
- (ix) **User** means a person who accesses and uses the Eyeonic Platform to undertake an Eye Vision Test.

## 2. The information we collect about you

### 2.1. General

We will only collect and hold Personal Information about Users and Clinicians that are reasonably necessary to undertake our business activities and functions, deliver the Eyeonic Platform and Services to Users and Clinicians, or as otherwise permitted by law.

### 2.2. Users

The type of Personal Information that we collect from Users includes:

- (i) contact and registration details (for example, full name, gender, date of birth, email address and profile picture);
- (ii) registration information (such as username and password);
- (iii) Health Information, which includes Eye Vision Tests (including the frequency of Eye Vision Tests) and Eye Vision Results (such as the peripheral vision health conditions or ailments that you have suffered or may be at risk of suffering, and any other information that is relevant to your eye health);
- (iv) marketing data and information relating to your dealings, or enquiries you have made, with us, including information about the Services you have ordered; and
- (v) through surveys, competition forms or at special events and other promotional activities.

### 2.3. Clinicians

The type of Personal Information that we collect from Clinicians includes:

- (i) contact and registration details (for example, name, address, email address and photographic identification);
- (ii) professional information (for example, job title or role, qualifications, clinical registration number and business address); and
- (iii) registration information (such as username and password);
- (iv) subscription information (including subscription plan, Eyeonic Platform access privileges and Token information); and
- (v) marketing data and information relating to your dealings, or enquiries you have made, with us, including information about the Services you have ordered.

## **2.4. Other information**

- (a) From Users, Clinicians and visitors to our website, we may also collect and use:
  - (i) details of our conversations with you (whether by telephone or email);
  - (ii) device information and web analytics data which is automatically collected from you when you visit and navigate through the Eyeonic Platform and use the Services. Such information may include, but is not limited to, your device type; your device's network connections; unique device identifier, your device's name; your device IP address, screen size and calibration, information about your device's web browser and internet connection you use to access the Eyeonic Platform or Services, geolocation information, browser characteristics, device characteristics, operating system and language preferences, dates and times of visits to the Eyeonic Platform and other usage statistics; and
  - (iii) other information that you provide to us or that we may collect in the course of our relationship with you.
- (b) We may also collect some information that is not Personal Information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use the Eyeonic Platform and Services.
- (c) If you are a candidate seeking employment with Eyeonic, we will use your Personal Information to process your application and assess your suitability for any role. We may retain your information for future reference.

## **3. How we collect Personal Information**

### **3.1. Direct collection from you**

- (a) We will collect Personal Information about Users, Clinicians or visitors to our website in a number of different ways. Whenever possible, Eyeonic will collect Personal Information and Sensitive Information directly from you during the course of our dealings with you. For example, when you:
- (i) contact and correspond with us (for example, when you participate in a promotion, competition, or survey, or when you complete online forms for Services or subscribe to our publications, alerts and newsletters, or information you provide to us when you send us an email or contact us by telephone);
  - (ii) setup and create a profile on the Eyeonic Platform (including when you edit or update your profile on the Eyeonic Platform or reset your password) and when access and use the Eyeonic Platform and Services;
  - (iii) visit the Eyeonic Platform (including via cookies), contact us online or via telephone with a query or request or make a comment on our social media sites;
  - (iv) provide your Personal Information to third parties (including to our related bodies corporate, business partners and service providers, credit reporting bodies, credit providers, government agencies, public registries, search agencies, regulatory and licensing bodies, parties to whom you refer us (for example, previous employers and referees), recruitment agencies and from publicly available sources of information (for example, online databases and social media));
  - (v) apply for a position of employment with us; or
  - (vi) are otherwise legally authorised or required to do so.
- (b) When we collect Personal Information directly from you, we will take reasonable steps to notify you (using a collection notice) at, before, or as soon as practicable after, the time of collection. As a collection notice is specific to a particular collection of Personal Information, it will provide more specific information about our information-handling practices than this Privacy Policy.
- (c) By providing your Personal Information to us, you acknowledge that you are authorised to provide such information to us.

### **3.2. Collection from third parties**

- (a) We may collect Personal Information and Sensitive Information about Users from:
- (i) your Clinician;
  - (ii) publicly available sources; and
  - (iii) other third parties (including our related bodies corporate, business partners and service providers, credit reporting bodies, credit providers, government agencies and cloud-based accounting software platforms),
- and we take reasonable steps to make sure you are aware of the collection.
- (b) Clinicians or other third party provides are, as data controllers, independently responsible for the collection and processing of your Personal Information for their

own independent purposes. If a Clinician or other third party provides us with Personal Information about a User (as their authorised representative or their treating clinician or medical practitioner), we rely on them to:

- (i) inform the User that they are providing their Personal Information to us; and
  - (ii) advise them that they can contact us for further information.
- (c) We refer Users to the privacy notices of Clinicians and other third party providers to understand their privacy practices and how to exercise any rights you may have.
  - (d) You must take reasonable steps to ensure the User is aware of, and consents to, the matters outlined in this Privacy Policy, including that their Personal Information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to access that information, who we are, and how to contact us.
  - (e) We may collect Personal Information about Clinicians from Users, who invite Clinicians to access and use the Eyeonic Platform and Services.
  - (f) Upon our request, you must also assist us with any requests by a User to access or update the Personal Information you have collected from them and provided to us.

### **3.3. Third party payment processor**

We use a third party payment processor to process payments made to us. In connection with the processing of such payments, we do not collect, process, use, share, store or disclose any payment information (such as credit card and bank account details). Rather, all such information is provided directly to our third party processor, Stripe, whose use of your Personal Information is governed by their privacy policy, which may be viewed at [www.stripe.com/au/privacy](http://www.stripe.com/au/privacy).

### **3.4. European Union ('EU') and United Kingdom ('UK') only**

- (a) For the purposes of complying with the GDPR and UK DPA, you appoint us as your data processor (as defined in the GDPR and UK DPA), and/or to the extent that we are a data controller (as defined in the GDPR and UK DPA), to collect, process, use, share, store, disclose, retrieve, alter and destroy your Personal Information in accordance with this Privacy Policy.
- (b) We must establish a lawful basis for collecting, processing, storing, using and disclosing the Personal Information of individuals residing in the European Union and United Kingdom. The legal basis for which we collect your Personal Information depends on the data and information that we collect and how we use it, such as:
  - (i) where you have freely and expressly consented to the collection, use, storage, processing and disclosure of your Personal Information for a specific purpose. The provision of Personal Information to us is voluntary. However, if you do not provide your Personal Information to us, we may not be able to provide you with access to, and use of, the Eyeonic Platform and Services. You may withdraw your consent at any time by contacting us using the details below;
  - (ii) where the collection, use, storage, processing and disclosure of your Personal Information is necessary for the performance of a contract to

which you are a party. For example, when collection and use is necessary to fulfil our obligations to provide you with access to, and use of, our Eyeonic Platform and Services; and

- (iii) for our legitimate business interests, including, but not limited to:
  - (A) providing, operating and improving the Eyeonic Platform and Services;
  - (B) marketing new promotions, deals, competitions, products, services or features of the Eyeonic Platform provided by us or our Authorised Affiliates that we consider may interest or benefit you;
  - (C) managing, analysing, understanding and developing our relationship with you; and
  - (D) responding to your queries or complaints (such as when you submit a question via email).
- (c) where there is a legal obligation to collect, use, store, process or disclose your Personal Information and Sensitive Information. For example, we may be obliged to disclose your Personal Information and Sensitive Information by reason of any applicable law, regulation or court order and/or to protect our interests and legal rights, or the public interest.

#### **4. How we use your Personal Information**

##### **4.1. Purposes of use and disclosure**

- (a) We do not sell your Personal Information or Sensitive Information. We will only use, process and disclose your Personal Information and Sensitive Information in accordance with Privacy Laws, including with respect to the purposes for which it is collected. For example, we may collect, process and use your Personal Information and Sensitive Information:
  - (i) to provide or deliver our Services to you, including, without limitation, to provide you with access to, and use of the Eyeonic Platform (including Eye Vision Tests and Eye Vision Results), in particular:
    - (A) in the case of Clinicians, we disclose your Personal Information to Users for the purpose of the User inviting the Clinician to access and view the Eye Vision Results made available through the Eyeonic Platform; and
    - (B) in the case of Users, we disclose your Personal Information and Sensitive Information to Clinicians for the purpose of allowing Users to undertake an Eye Vision Test and to allow Clinicians to access and view the Eye Vision Results made available through the Eyeonic Platform.
  - (ii) to assist with, or responding to, your queries;
  - (iii) to inform you about the Eyeonic Platform, Services, offers, competitions, promotions, events, sweepstakes, surveys, questionnaires, or other matters which we believe are of interest to you (such as recruitment or job opportunities);
  - (iv) to share with our Authorised Affiliates;
  - (v) to administer, improve and manage the Eyeonic Platform and Services, (including customising the advertising and content on the Eyeonic

Platform), informing you about scheduled maintenance or outages and relationship with you;

- (vi) to charge and bill you for the use of Eyeonic Platform and Services;
  - (vii) to verify the identity and qualifications of Clinicians and for fraud prevention purposes;
  - (viii) for internal record keeping;
  - (ix) for research and statistical analysis;
  - (x) for direct marketing purposes (see section 5 below); and
  - (xi) to comply with our legal and regulatory obligations.
- (b) In the event of a merger, acquisition or sale of the whole or part of our business or assets, we reserve the right to transfer your Personal Information as part of the transaction, without your consent or notice to you.

#### **4.2. Disclosure to Authorised Affiliates**

- (a) In order to provide or deliver the Eyeonic Platform and Services to you, we may disclose your Personal Information and Sensitive Information to:
- (i) our related bodies corporate, business partners, service providers, third party contractors, agents or suppliers;
  - (ii) authorised external service providers who perform functions on our behalf, such as third party payment processors, financial and credit card institutions in order to process any payments, internet and technology services providers, web developers, hosting companies, marketing, advertising and security and authentication and authorisation access platform providers, fulfilment companies, credit reporting agents, debt collection agents, market research and recruitment service providers;
  - (iii) external business advisors, such as auditors, lawyers, insurers and financiers,
- (collectively, **Authorised Affiliates**).
- (b) We may also disclose your Personal Information and Sensitive Information:
- (i) to any other party with your consent and direction;
  - (ii) to clinician auditors (in anonymized form) for research and audit purposes and to otherwise improve the Services;
  - (iii) to law enforcement bodies or regulatory authorities to assist with their functions, or as otherwise required or authorised by law; or
  - (iv) where we consider necessary to comply with any applicable law, regulation, legal process, governmental request or industry code or standard.
- (b) When we disclose your Personal Information and Sensitive Information to any of our Authorised Affiliates, we will ensure that they undertake to protect your privacy. These Authorised Affiliates are not permitted to use the information for any purpose other than the purpose for which they have been given access.

- (c) Our Authorised Affiliates may also provide us with Personal Information and Sensitive Information collected from you. If you disclose Personal Information and Sensitive Information to an Authorised Affiliates, we rely on you to provide the Authorised Affiliates with consent for us to collect, storage, use, process, alter and disclose your Personal Information.

#### 4.3. International data transfers

- (a) Your Personal Information and Sensitive Information may be processed and hosted by Authorised Affiliates in countries other than the country in which the information was originally collected, including countries that may have less rigorous data protection laws than the country in which you initially provided the information or in which your information was originally collected.
- (b) In case of international data transfers, we will protect your Personal Information as required by relevant Privacy Laws.
- (c) Where we do transfer your Personal Information to our Authorised Affiliates located outside of Australia, some Authorised Affiliates may be located in countries that do not provide the same level of data protection that may be provided under the Privacy Act. Where we transfer your Personal Information to recipients outside of Australia, we will take reasonable steps to ensure that your Personal Information is treated securely and the means of transfer provides adequate safeguards. Those countries that we may disclose your Personal Information to that are located outside of Australia include (but are not limited to) the United States.
- (d) Where we do transfer your Personal Information to our Authorised Affiliates located outside of the European Union and the United Kingdom, some Authorised Affiliates are located:
  - (i) in countries which are considered as providing the same or an adequate level of data protection under the GDPR and UK DPA. These transfers do not, therefore, require any additional safeguards under the GDPR and UK DPA; or
  - (ii) in countries not providing the same or an adequate level of data protection under the GDPR and UK DPA, such as Australia and United States and, where required by law, Eyeonic will take steps reasonably necessary to ensure that there is a legal basis for the transfer of your Personal Information and Sensitive Information, and we will ensure your Personal Information and Sensitive Information is treated securely, including:
    - (A) using reasonable endeavours to ensure that each overseas Authorised Affiliate receiving your Personal Information are bound by Standard Contractual Clauses approved by the European Commission, which can be found at [http://ec.europa.eu/justice/data-protection/international-transfers/transfer/index\\_en.htm](http://ec.europa.eu/justice/data-protection/international-transfers/transfer/index_en.htm) or alternative legal tools; and
    - (B) adopting technical and organisational safeguards (see section 7 below).
- (e) By accessing or using our Eyeonic Platform and Services ,or providing your Personal Information and Sensitive Information to us, you explicitly and freely consent to the transfer of your Personal Information to our overseas Authorised Affiliates.



- (f) If you do not wish to receive information from any of our Authorised Affiliates, please let us know using the details below.

#### **4.4. Disclaimer**

- (a) We will not disclose your Personal Information and Sensitive Information to any third party (other than our Authorised Affiliates) without your written consent, unless:
  - (i) we are otherwise required by the relevant Privacy Laws;
  - (ii) we are permitted to under this Privacy Policy; or
  - (iii) such disclosure is, in our opinion, reasonably necessary to protect our rights or property, avoid injury to any person or ensure the proper functioning of the Eyeonic Platform.
- (b) This Privacy Policy only covers the use and disclosure of information we collect from you. The use of your Personal Information and Sensitive Information by any Clinician or third party is governed by their privacy policies and is not within our control.

### **5. Direct marketing**

#### **5.1. Your consent**

- (a) At the time of accessing, or using, the Eyeonic Platform and Services or from time to time, we may seek your express consent when you are providing us with your Personal Information, for us to send you marketing or promotional materials and other information.
- (b) Where we have obtained your prior consent or are otherwise permitted under Privacy Laws, we may, from time to time, use your Personal Information to send you information about the promotions, deals, competitions, products or services we offer, and any other information that we consider may be relevant to you.
- (c) These communications may continue, even after you stop using the Eyeonic Platform and Services.

#### **5.2. Communication channels**

- (a) We may send this information to you via the communication channels specified at the time you provide your consent.
- (b) These communication channels may include mail, email, SMS, telephone, social media or by customising online content and displaying advertising on the Eyeonic Platform.

#### **5.3. Opting-out**

- (a) At any time, you can opt out of receiving these communications by:
  - (i) contacting us using the details below; or
  - (ii) using the unsubscribe function in the email or SMS.
- (b) You may re-subscribe at any time by re-registering via Eyeonic Platform.

## **6. Notifiable Data Breaches Scheme**

In the event of any loss, or unauthorised access or disclosure of your Personal Information and Sensitive Information that is likely to result in serious harm to you, we will investigate and notify:

- (a) you; and
- (b) the Australian Information Commissioner, the supervisory authority in the EU, the UK Information Commissioner's Office or relevant supervisory authority in the United States (as the case may be),

as soon as practicable, in accordance with mandatory data breach notifications obligations contained in the relevant Privacy Laws.

## **7. Storage and security**

### **7.1. Protecting your Personal Information and Sensitive Information**

- (a) We take reasonable steps in the circumstances to keep your Personal Information and Sensitive Information safe. We use a combination of technical, administrative, organisational and physical controls to protect and maintain the security of your Personal Information and Sensitive Information. Some of the safeguards that we use include firewalls and data encryption, physical access controls to data centres, SSL (Secure Socket Layer) encryption when transmitting payment information, and information access authorisation controls.
- (a) Our officers, employees, agents and third-party contractors are expected to observe the confidentiality of your Personal Information and Sensitive Information.
- (b) Wherever possible, we procure that Authorised Affiliates who have access to your Personal Information take reasonable steps to:
  - (i) protect and maintain the security of your Personal Information and Sensitive Information; and
  - (ii) comply with the relevant Privacy Laws when accessing and using your Personal Information and Sensitive Information.

### **7.2. No guarantee**

- (a) The transmission of information via the internet is not completely secure. While we do our best to protect your Personal Information and Sensitive Information, we cannot guarantee the security of any Personal Information and Sensitive Information transmitted on, or via, the Eyeonic Platform.
- (b) You provide your Personal Information and Sensitive Information to us at your own risk and we are not responsible for any unauthorised access to, and disclosure of, your Personal Information and Sensitive Information.

### **7.3. Destruction of Personal Information and Sensitive Information**

- (a) Eyeonic will only retain the Personal Information and Sensitive Information we collect about you for as long as necessary for the purpose for which that information was collected, and to the extent permitted by Privacy Laws.
- (b) We take steps to ensure that when we no longer need to use your Personal Information and Sensitive Information, we remove it from our systems and records and/or take steps to anonymize it so that you can no longer be identified from it (unless we need to keep your information to comply with legal or regulatory obligations (such as under document retention and destruction laws) to which we are subject).

#### **7.4. Suspected data security breach**

In the event of any loss, or unauthorised access or disclosure of your Personal Information and Sensitive Information that is likely to result in serious harm to you, we will investigate, prevent, mitigate and notify you and:

- (a) (Australia) the Office of the Australian Information Commissioner; or
- (b) (EU only) supervisory authority in the country in which you reside which has responsibility for privacy and data protection.

#### **8. Links to other sites from the Eyeonic Platform**

- (a) The Eyeonic Platform may contain hyperlinks or banner advertising to or from third-party websites.
- (b) We do not endorse any of these third parties, their products or services, or the content on these websites.
- (c) These websites are not subject to our privacy standards, policies and procedures. Therefore, we recommend that you make your own enquires about their privacy practices.
- (d) We are in no way responsible for the privacy practices or content of these third-party websites.

#### **9. Cookies policy**

- (a) We may collect information when you access and use the Eyeonic Platform by utilising features and technologies of your internet browser, including cookies, pixelated tags, web beacons, embedded web links and similar technologies. A cookie is a piece of data that enables us to track and target your preferences. These cookies are either set by us or third party providers,
- (b) The type of information we automatically collect may include statistical information, details of your operating system, location, your internet protocol (IP) address, size of screen, the date and time of your visit, the pages that you have accessed, the links which you have clicked and the type of browser that you were using.
- (c) We may use cookies and similar technologies to:
  - (i) enable us to identify you as a return user and personalise and enhance your experience and use of the Eyeonic Platform; and
  - (ii) help us improve our Services to you when you access the Eyeonic Platform and to ensure that the Eyeonic Platform remain easy to use and navigate.
- (d) Most browsers are initially set up to accept cookies. However, you can reset your browser to refuse all cookies or warn you before accepting cookies.
- (e) If you reject our cookies or similar technologies, you may still use the Eyeonic Platform but may only have limited functionality of the Eyeonic Platform and Services.
- (f) We may also use your IP address to analyse trends, administer the Eyeonic Platform and other websites we operate, track traffic patterns and gather demographic information.
- (g) Your IP address and other Personal Information may be used for credit fraud protection and risk reduction.

## 10. Your rights in relation to privacy

### 10.1. Privacy rights (EU and UK only)

- (a) Under the GDPR and UK DPA, you have a number of important rights. Subject to certain exceptions, you have the right to:
  - (i) fair and transparent processing of your Personal Information and Sensitive Information and processing in accordance with the GDPR and UK DPA;
  - (ii) require us to rectify or correct any Personal Information and Sensitive Information we hold about you that is inaccurate or incomplete;
  - (iii) require us to erase your Personal Information and Sensitive Information in certain situations (subject document retention and destruction laws);
  - (iv) obtain a copy of your Personal Information in a commonly used electronic format so that you can manage and move it, or request we send it to a third party;
  - (v) object or withdraw your consent at any time to the collection, use, processing or disclosure of your Sensitive Information and Personal Information (including for direct marketing purposes). In such a situation we will cease processing your Personal Information unless there is a legal bases for us to continue to collect, use, process or disclosure your Personal Information. In this scenario, you must also immediately cease using Eyeonic Platform;
  - (vi) object to decisions being made by automated means which produce legal effects concerning you or significantly affecting you; or
  - (vii) otherwise restrict our collection, use, processing or disclosure of your Personal Information and Sensitive Information in certain circumstances.
- (b) Where you exercise your right to impose a restriction on the use, disclosure, processing of your Personal Information and Sensitive Information in accordance with this clause, your Personal Information and Sensitive Information will only be used, processed, and disclosed with your consent.
- (c) You can exercise any of these rights by contacting us using the details below.

### 10.2. Access rights

- (a) We will use our reasonable endeavours to keep your Personal Information and Sensitive Information accurate, up-to-date and complete.
- (b) You have the right to access any Personal Information and Sensitive Information we hold about you, subject to some exceptions provided by relevant Privacy Laws.
- (c) You can access, or request that we correct, your Personal Information by writing to us using the details below. We may require proof of identity.
- (d) If we do not allow you to access any part of your Personal Information, we will tell you why in writing.
- (e) We will not charge you for requesting access to your Personal Information and Sensitive Information but may charge you for our reasonable costs in supplying you with access to this information.

- (f) We will endeavour to respond to your request for access or correction within 1 month from your request.
- (g) Personal Information will be given to you in a structured, commonly used, machine readable format.

## **11. Children's policy**

- (a) We do not knowingly seek, collect or process Personal Information from or about persons under the age of 16 years of age (**Children**) without the consent of a parent or guardian.
- (b) If we become aware that any personal information relating to a Child has been provided without the consent of a parent or guardian, we will use reasonable endeavours to:
  - (i) delete the Personal Information from all relevant files as soon as possible; or
  - (ii) ensure, where deletion is not possible, that the Personal Information is not used further for any purpose or disclosed further to any Authorised Affiliate.
- (c) Any parent or guardian with queries regarding our collection, use, processing or disclosure of Personal Information relating to their Child should contact us using the details below.

## **12. Privacy complaints**

- (a) If you have any complaints or issues you wish to raise with us regarding the way we have handled your Personal Information, or would like to discuss any issues about our Privacy Policy, please contact us directly by email at [support@eyeonic.com](mailto:support@eyeonic.com) or in writing to 330 Balaclava Road, Caulfield North, 3161, Australia. Please provide us with full details of your complaint and any supporting documentation.
- (b) We will review your complaint, respond to you within a reasonable period of time to acknowledge your complaint, and inform you of the next steps we will take in resolving your complaint. At all times, we will treat your privacy complaint seriously and in a confidential manner.
- (c) If you are unhappy with a response that you have received from us, you may direct your complaint to the Office of the Australian Information Commissioner. If however, you reside in the European Union, you may make a complaint to the supervisory authority in the country in which you reside which has responsibility for privacy and data protection.

## **13. Changes to this Privacy Policy**

From time to time it may be necessary for us to review and revise our Privacy Policy. We may notify you about changes to this Privacy Policy by posting an updated version on our website. We encourage you to check our website from time to time to ensure you are familiar with our latest Privacy Policy.