



Privacy Policy

1. Introduction

This Privacy Policy outlines how Resonant Asset Management AFSL 511759 ABN 41 619 513 076 (referred to as “Resonant”, “we”, “our”, or “us”) handles personal information and how to contact us if you have any queries about personal information that we hold about you.

2. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not. Examples include an individual’s name, address, contact number and email address.

3. The kinds of personal information we collect and hold

We collect and hold a range of personal information in carrying out our business. The kinds of personal information we collect and hold about you will depend upon the nature of our relationship with you and the circumstances of a collection, including whether we collect the information from you as a customer, supplier, contractor, job applicant or some other capacity.

This may include:

- name;
- contact details (address, phone number, email);
- financial information (billing and payment details);
- business information; and
- any other information relevant to the services we provide.

If you deal with us in some other capacity (including when you make an inquiry, request information, provide feedback or correspond with us via our ‘Contact Us’ page), we may collect your name and contact details and any other information you choose to provide to us.

We do not generally collect sensitive information, and we will only collect sensitive information about you with your consent (unless we are otherwise or required by or under law to do so).

If you provide Resonant with the personal information of another person you should inform that person and provide them with a copy of our Privacy Policy.

If you are or become an employee, the handling of your personal information may be exempt from the Australian Privacy Principles under the *Privacy Act 1988* (Cth) if it is directly related to your current or former employment relationship with us.

4. How we collect personal information

We collect information in a variety of ways, including:

- directly from you, such as when you interact with us in person, in writing, electronically or by telephone;
- from publicly available information or third parties

5. Purposes for which we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for a range of purposes including:

- to provide and manage our services
- to communicate with you
- to comply with legal and regulatory obligations
- to perform research and analysis (which may include providing results of our research and analysis to third parties) and improve or develop our services;
- for our administrative and record keeping purposes;
- to provide you with customer service or technical support;
- to address complaints or feedback you have;
- to manage our relationships with our clients, suppliers and contractors;
- to consider job applicants for current and future employment opportunities.

We may use and disclose your personal information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

6. Direct Marketing

We may use your personal information so we can contact you with information about our products and services, special offers, promotions and events that may be of interest to you.

We may contact you by email, mail or telephone. You can let us know at any time if you no longer wish to receive these communications, by emailing us as at contact@resonantam.com.au or using the opt-out/unsubscribe facility in our communications.

7. Disclosure of Personal Information

Resonant may disclose personal information to third parties for the purposes outlined above. For example:

- our contracted service providers, including:
 - Outsourced back-office service providers (such as IT support)
 - marketing, promotional and market research agencies; and
 - external business advisers, such as auditors and lawyers.
- financial institutions for payment processing and fraud detection and management;
- in the case of a sale of our business (in whole or in part) to the purchaser (as an asset of the business); and
- if you are a job applicant, to referees whose details you provide us.

We work closely with other organisations, accountants, financial planners, platform partners, local business and industry networks, business and industry alliances, auditors and other consultants. We may disclose personal information to these third parties where it is reasonably necessary for them to assist us to provide our services to you, or to enable them to provide related service offerings that you have requested.

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

8. Overseas disclosures of personal information

Some of our service providers are located outside Australia. As a result, personal information collected and held by us may be transferred to recipients in other countries. In particular, we may use service providers to provide IT services or data storage, located in a range of countries, including in the United States of America and Singapore.

9. How we hold personal information

We generally hold personal information in computer systems. We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes implementing physical, electronic, and managerial procedures to safeguard and secure the information we collect.

We take reasonable steps to destroy or de-identify personal information we hold when it is no longer needed, and we are not lawfully required to retain it.

10. Access to and Correction of Personal Information

You have the right to request access to the personal information we hold about you and the right to request corrections if you believe it is inaccurate, out-of-date, incomplete, irrelevant, or misleading. You may do so by contacting us using the details provided below.

We will respond to all requests for access to or correction of personal information within a reasonable period and take reasonable steps to correct that personal information so that it is accurate, complete and up to date.

We will generally provide you with access to your personal information (subject to some exceptions permitted by law) but may charge an access fee to cover the cost of retrieving the information and supplying it to you.

11. Our website (<https://www.resonantam.com.au/>)

When you access our website, we may collect information from and about your device including:

- browser type;
- language preference;
- referring site;
- the date and time of each visitor request; and
- website usage statistics, such as the pages viewed, and the length of time viewed.

We cannot identify you from this information. If collected, this information will be used and disclosed by us in anonymous, aggregated form only, for purposes including statistical analysis and website development.

We also use cookies on our website to display personalised content and store your preferences on your computer.

A cookie is a string of information stored on your device which is used to identify a unique visitor. We use cookies to help identify and track visitors, their usage of the website, and their website access preferences.

You can choose if and how cookies will be accepted by configuring your preferences and options in your browser. However, if you decide not to display cookies you may not experience optimum performance of our website.

12. Links to other sites

On our website, we may provide links to third party websites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of third parties linked to our website. Before providing your personal information via any other website, we advise you to examine the terms and conditions of using that website and its privacy policy.

13. Complaints

If you have a complaint about how we handle your personal information, please contact us using the details provided below. We will investigate your complaint and respond within a reasonable period of time (usually 30 days).

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Mail: GPO Box 5218 Sydney NSW 2001

Online: https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC



Resonant Asset Management Pty Ltd
24-26 Kent Street
Millers Point NSW 2000

PO Box R1707
Royal Exchange NSW 1225

Ph: +61 2 9188 3805
Email: contact@resonantam.com.au

13. Contact Us

If you would like more information about the way we manage personal information, would like to request access to or correction of personal information that we hold about you, or wish to make a complaint, please contact us at:

Mail:

Resonant Asset Management Pty Ltd
24-26 Kent Street
Millers Point NSW 2000

Email: contact@resonantam.com.au

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website www.resonantam.com.au and we encourage you to review our Privacy Policy periodically.

Last updated 27 March 2025