

Privacy Policy (Knowledge Shop addendum)

Knowledge Shop Pty Ltd (ABN 90 107 532 945)

Knowledge Shop Pty Limited (**Knowledge Shop, we, our**) provides education, training and help desk services.

Knowledge Shop is a subsidiary of Count Limited and this Addendum is to be read together with the Count Limited Privacy Policy (**Policy**).

1. How do we collect personal information from you?

In addition to the collection methods described in the Policy, we may collect personal information about you:

- when you retain our services (including helpdesk and education services);
- when you register for secure access to our website and login to your accounts on our website;
- when you register for and attend our educational events including live events such as online webinars;
- when you subscribe to the Knowledge Shop membership;
- when you contact us or our associated entities, for example by mail, email or telephone; or
- from third party entities, such as law enforcement agencies and other government or regulatory bodies.

2. Unsubscribe from marketing communications

If you do not want to receive marketing material from us, you can unsubscribe by contacting us as detailed below:

- For electronic communications, you can click on the unsubscribe function in the communication;
- For hard copy communications, you can email Knowledge Shop at privacy@knowledgeshop.com.au informing us that you wish to unsubscribe.

3. Access and Correction

You can request us to provide you with access to personal information we hold about you by sending us an email: privacy@knowledgeshop.com.au (no spam please) or writing to us at Level 11, 45 Clarence Street, Sydney, NSW 2000.

To enable us to keep our records properly, please notify us if you believe that any information we hold about you is inaccurate, incomplete or out of date and we will take reasonable steps, in the circumstances, to ensure that it is corrected. You can notify us by sending us an email: privacy@knowledgeshop.com.au (no spam please) or writing to us at Level 11, 45 Clarence Street, Sydney, NSW 2000.

4. Complaints resolution

Knowledge Shop is committed to providing a fair and responsible system for the handling of complaints from parties whose personal information we hold. If you have any concerns regarding the way we have handled your privacy, please send us an email at privacy@knowledgeshop.com.au or write to us at Level 11, 45 Clarence Street, Sydney, NSW 2000. We will address any concerns you have through our complaints handling process and we will inform you of the outcome of your complaint within a reasonable timeframe.

If after receiving our response, you still consider that your privacy complaint has not been resolved, you may refer your concerns to the Office of the Australian Information Commissioner at www.oaic.gov.au.

5. Disclaimer

By using the Knowledge Shop website, you signify your understanding and agreement to comply with all terms and conditions and confirm your acceptance of the terms of the Policy and this Addendum and consent to the use of your personal information as set out in the Policy and this Addendum.

If you do not agree with the terms of the Policy or this Addendum, please do not use the website or otherwise provide us with your personal information.