



Date of Policy: January 2017

WHO IS RAW INNOVATION?

Raw Innovation is an Innovation company. We take our clients on a journey of discovery through our innovation process to understand what it's like to be a customer, consumer or patient and facilitate the process of insights, Ideation, prototyping and testing to ultimately come away with innovation that will positively impact the way we live our lives. We help grow people, businesses and ideas through Innovation Research, Training, Workshops Strategy.

OUR COMMITMENT TO YOUR PRIVACY

Raw Innovation seeks to provide the best possible service to our clients, employees, suppliers, contractors and members of the public. We understand how important it is to protect your personal information. This document sets out our Privacy Policy commitment in respect of personal information that you may provide to us.

We recognise that any personal information we collect about you will only be used for the purposes indicated in our policy, where we have your consent to do so, or as otherwise required or authorised by law.

It is important to us that you are confident that any personal information we collect from you or that is received by us will be treated with appropriate respect ensuring protection of your personal information.

Raw Innovation is committed to protecting your privacy. Raw Innovation supports and is bound by the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles. (A copy of the National Privacy Principles can be found at <http://www.privacy.gov.au/publications/npps01.html>)

3. PERSONAL INFORMATION

Information about you that can identify you is your personal information. It includes your name, address, date of birth and can include information about your illnesses, symptoms, disabilities and any information collected about you.

4. WHY WE COLLECT YOUR PERSONAL INFORMATION

Raw Innovation, collects personal information from members of the public, associated affiliates and health care practitioners that have consented either verbally, via text message, on social media and/or signed a consent form.

Personal information can be used to enable us to gain an accurate picture of what certain groups of people in society think or how they feel and experience certain things. For example, "what is it like living with Diabetes"? "When selecting building materials, what process do you go through?" "When shopping for groceries, what information do you like to see on the packaging?"

We may also gather personal contact information such as name and contact details so we can contact the Respondent for further research or to recontact and follow up on interview.

Information that identifies an individual, such as name or address, is removed from our data as soon as it is no longer needed i.e. we use only de-identified data for research analysis.

5. COLLECTION OF INFORMATION

Research may be conducted in person or via the telephone or other electronic means. Our interviewers will always clearly identify themselves to respondents and in face-to-face interviews, our interviewers will always carry photo ID if requested.

If we are collecting your name and contact details, the purpose of this will always be made clear either in writing or by our interviewer.

Where reasonable and practical we will collect your personal information only directly from you. However, we will also collect information about you from third parties such as from our contractors who supply services to us, from a publicly maintained record or from other individuals or companies as authorised by you.

If you provide personal information to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy in respect of how we will deal with their personal information. The personal information that is provided to us is never sold, rented, lent or given to any third parties (unless required by law), or published in our publications or on our web site, without explicit permission (unless required by law). You may choose to deal with us on an anonymous basis when it comes to the provision of personal information about you.

6. WHO HAS ACCESS TO MY PERSONAL INFORMATION?

Raw Innovation will only transfer personal information to third parties and our clients that are directly involved in completion of the research project or product. Examples of our clients could be pharmaceutical companies, manufacturing companies, food & retail companies or banking and finance.

Raw Innovation will not transfer personal details to a client or any third party not directly involved in the completion of the research project without the consent of the individual the details relate to.

We are not involved in direct marketing and will never sell personal information to marketing companies for direct marketing or any other purposes.

7. HOW DO WE PROTECT THE DATA WE COLLECT FROM MISUSE?

Raw Innovation takes all reasonable precautions to protect information held about people who make our research possible.

All our systems are security protected and all Raw Innovation clients sign a confidentiality agreement when commencing work with our company. Personal information is stored securely and destroyed as soon as it is no longer required for research purposes.

8. ACCESS TO PERSONAL INFORMATION

As set out in the Australian Privacy Principles, individuals may seek access to and request the correction or deletion of personal information held about them while this information remains identifiable. To action a request, call or send an email to our Privacy Officer with your request.

9 FURTHER INFORMATION

You may request further information about the way we manage your personal information or lodge a complaint by contacting our DIRECTOR +61 411 170 117 or bianca@rawinnovation.com.au.

We will deal with any complaint by investigating the complaint, and providing a response to the complainant within 15 business days, provided that we have all necessary information and have completed any investigation required. In cases where further information, assessment or investigation is required, we will seek to agree alternative time frames with you.

Other related documents and links:

- Australian Privacy Principles; www.oaic.gov.au/privacy/privacy-act
- Australian Market and Social Research Society's Code of Professional Behaviour; www.amsrs.com.au
- Confimit Privacy Policy: www.confirmit.com/privacy-policy.aspx