

PRIVACY POLICY

Feedback ASAP takes its obligations under the Australian Privacy Principles (APP) very seriously, and it guarantees that any personal information (which can be used to identify you) will not be provided to any other party without your consent.

Collection, Use and Disclosure of Information

Feedback ASAP collects personal information for research purposes only. We will NOT use your personally identifiable information to advertise, promote, or market goods or services to you. Personal information is collected for research purposes only and on a voluntary basis. Typical research activities during which we collect personal information may include sms, telephone or online surveys. Information provided will only be used for the purposes it was provided for unless agreed otherwise with you.

Feedback ASAP does not sell or transfer the personally identifiable information collected from the individuals that take part in our surveys.

Security

Feedback ASAP has made all reasonable efforts to protect personal information we hold from misuse, interference and loss, from unauthorised access, modification or disclosure. All data is stored securely and protected by restricted access to networks and systems as well as the physical location. Firewalls are in place to ward off online intrusions.

Access to personal information

You have a right to access personal information we hold about you. To request access, please contact us in writing with as much detail as possible as to when the information was provided and to whom or as part of which study. This will help us to process your request faster. We will acknowledge your request within 72 hours during business hours and endeavour to provide access within 30 working days. We will inform you in writing where this is not possible and provide a reason. If you make an access request, Feedback ASAP will ask you to verify your identity and specify what information you require. If you would like to update your information, we may require you to provide evidence to support the change request.

Enquiries

For any queries or concerns about Feedback ASAP's Privacy Policy, or if you wish to make a complaint about how Feedback ASAP handled your Personal Information, please contact support@feedbackasap.com.