

1. E0 PTY. LTD. trading as Open Analytics (collectively ‘Open Analytics’, ‘we’ or ‘us’) and privacy:

1. At Open Analytics, we are committed to protecting your personal and sensitive information (collectively ‘Information’). This privacy policy sets out how we collect, use, disclose, and manage your Information.
2. We are bound by the Privacy Act 1988 and other relevant legislation, laws, and codes in relation to your Information (‘Applicable Laws’). Your Information will only be collected, used, and/or disclosed in accordance with these Applicable Laws and this privacy policy.

2. The personal information that we collect:

The personal information that Open Analytics collects during your dealings with us and our website, might include, but is not limited to, the following:

1. your name;
2. your date of birth;
3. your contact details;
4. your internet protocol address;
5. your dealings with Open Analytics and/or our clients, referrers, agents, and/or suppliers;
6. if you apply for a job with us, your name, contact details, qualifications, employment history, Tax File Number, Superannuation Account details and contact details of your referees; and
7. any complaint details.

3. How we will use your personal information:

Open Analytics will collect and hold your personal information for the purposes of:

1. identifying you;
2. contacting you;
3. managing conflicts of interest;
4. managing, administering, and providing you with our services;
5. completing transactions associated with you;
6. paying our accounts;
7. providing you with our newsletter;
8. marketing;
9. Google Analytics; and/or
10. Internal analytics.

4. Your sensitive information:

1. Open Analytics may collect, but will not disclose sensitive information.
2. The non-disclosure of the sensitive information is subject to a number of exceptions, including, but not limited to:
 1. disclosures require by law; and
 2. information that you consent to us using for the purposes of establishing, exercising or defending a legal claim.

5. Collecting and storing your Information:

1. We collect your Information through:
 1. our website;
 2. our questionnaires;
 3. subscriptions,
 4. third parties (including referrers); and
 5. your communication with us by phone, email and letters.
2. Your Information will be stored in multiple ways, including on paper and in electronic form. We take the protection of your Information seriously and take all reasonable steps to protect it from unauthorised access, misuse, loss, unauthorised disclosure or modification. Examples of our protection measures include:
 1. passwords;
 2. firewalls;
 3. staff training, monitoring, and assessment; and
 4. allowing access to Information only after the party seeking the access has
 5. satisfied our identification requirements.
3. Please note that your Information may also be stored by our customer relationship management software, domain host, email provider, and backup service provider ('Our Service Providers'). Our Service Providers may be located overseas. Their details can be provided on request.

6. Our website:

1. Open Analytics aims to maintain the security of the Information provided by you to us through our website.
2. External website links included on our website are not subject to this privacy policy. We do not recommend, endorse or support the contents, products or services provided on external websites.

7. Accessing your Information:

1. You have a right to access your Information held by Open Analytics.
2. Unless Open Analytics is compelled to supply the Information by law, we will only provide individuals to which the Information relates access to that Information.
3. To access Information held by us please contact the office of Open Analytics, by email to contact@open-analytics.com.au
4. Unless an exception applies, Open Analytics will provide you with access to your Information on request.
5. The exceptions include, but are not limited to the following:
 1. the request posing a serious threat to the health or life of an individual;
 2. the request having an unreasonable impact on the privacy of another,
 3. the request being frivolous or vexatious,
 4. the Information requested relates to a commercially sensitive issue,
 5. access to the Information would be unlawful,
 6. access to the Information would prejudice enforcement activities relating to criminal activities and other breaches of law, public revenue, a security function or negotiations with you; and/or
 7. the request involves Information that is the subject of legal proceedings.
6. You will be provided with a reason for any denial to a request for the Information.

8. Updating your Information:

1. You have a right to update your Information held by Open Analytics.
2. To update your Information held by us please contact the office of Open Analytics, by email to contact@open-analytics.com.au

9. Contacting us about privacy:

1. A copy of this privacy policy can be provided in print on request.
2. If you have any queries, issues, or complaints about Open Analytics's privacy policy, and/or how we have collected, used, disclosed or managed your Information, please contact the office of Open Analytics, by email to contact@open-analytics.com.au
3. All complaints must be made in writing and will be responded to within thirty (30) days of receipt. If you are unsatisfied with our response, you can make a complaint with the Office of the Australian Information Commissioner.

It may be necessary for us to review and revise our Privacy Policy from time to time. We may notify you about changes to this Privacy Policy by posting the new version on our website. Please check our website regularly to ensure that you are familiar with our latest Privacy Policy.

Our Privacy Policy was last updated in March 2025.