

# ENVIDA PRIVACY NOTICE

In this Privacy Notice, 'us' 'we' or 'our' means SHK Asia Pacific (ABN 25 126 783 588) (**envida**) and our related bodies corporate. This Privacy Notice explains how we collect, use, store and disclose your personal information, including when you engage with the **envida Platform**, part of **SHK Asia Pacific** Outplacement and Career Management services.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Notice and any other arrangements that apply between us. We may change our Privacy Notice from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Notice.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details.

## ***What is envida?***

The data controller is envida. envida's registered office is located at Level 32, 55 Collins St, Melbourne VIC 3000.

## ***What kind of personal information does envida collect and store?***

We may process any or all of the following personal information, either directly from you, or via automated means:

- Name
- Preferred name
- Email addresses
- Contact phone number and other contact details (including your emergency contact details)
- Unique envida user identifier
- The organisation that referred you to our services
- Country, city or suburb of your location
- Your career objectives or goals
- Your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address, cookies and standard web log information (eg, dates and timestamps)
- Any additional information relating to you that you provide to us directly indirectly through your use of our website or the envida Platform (eg, usage of content, assessments and tools), or through other websites or accounts from which you permit us to collect information
- Details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services (including the envida Platform) and respond to your enquiries
- Your interaction with the site, including usage of content, assessments and tools

### ***How does envida collect personal information?***

We may collect your personal information directly from you or from third parties through the following means:

- As provided to us by the organisation that referred you to our services
- When you communicate with us through correspondence, chats, email, or when you share information with us from other social applications, services or websites
- When you interact with our sites, services, content and advertising
- Information you disclose when accessing the envida Platform. This includes, but is not limited to:
  - Account registration
  - Forms
  - Documents
  - Assessments
  - Resume uploads
  - 'to-do' lists

### ***Why does envida need to collect, use and disclose personal information?***

We may collect, hold, use and disclose the personal information you provide us with or that we collect from third parties to:

- deliver, evaluate and where necessary, enhance the services you are eligible for;
- enable you to access and use our website and services (including the envida Platform);
- create, provide access and manage your envida account;
- operate, protect, improve and optimise our services (including the Envida Platform), our business and our users' experience, such as to perform analytics, conduct research, audit our interaction with you for internal compliance, and create aggregate data (eg, for client reporting);
- send you service, support and administrative messages, reminders, technical notices (eg, system or tool outages), updates, security alerts, and information requested by you;
- enhance security of our network and information systems, and to protect against, identify, and seek to prevent fraud, deceptive practices, and other unlawful activity;
- respond to your enquiries and requests for assistance;
- to send you emails regarding the envida Platform (to the extent you have agreed to receive such emails via the communication settings made available in your profile). Where you have not opted-in to engagement emails, we may still contact you with necessary information relating to your account, such as an event cancellation or the closure of your account; and
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties.

envida may use or process your personal information for legitimate business purpose, for example, to deliver, modify, personalise or otherwise improve our services.

### ***To whom do we disclose your personal information?***

We may disclose personal information for the purposes described in this Privacy Policy to:

- our employees and related bodies corporate;

- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- our existing or potential agents, business partners or partners;
- coaches and other individuals who are engaged by our partners to assist with the programs made available via the envida platform;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

### ***Does the envida Platform contain links to third party services?***

Our website and the envida platform may contain links to websites or other services operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites or other services. The privacy policies that apply to those other websites and services may differ substantially from our Privacy Policy, so we encourage you to read them before using those websites or services.

### ***Where is my information stored and is it disclosed outside Australia?***

We may hold your personal information in either electronic or hard copy form, including on cloud-based servers in both Australia and the United States of America (**USA**). This means we may disclose your personal information outside of Australia to cloud providers located in the USA.

We will take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

### ***How can I access my personal information, or ask for a correction?***

Much of your personal information can be accessed through your envida account.

Through your envida account, you have access to a large part of the personal data stored about you. You can view and modify most of this data at any time, such as updating your CV or deleting profile attributes. You can also download the results of any assessments you complete.

If you wish to change or delete data which you cannot perform yourself, or to exercise any other of your data privacy rights or choices, you can do so by contacting us (see below).

One of our team may contact you directly by phone or email to verify your identity before we provide access, modify or erase your data. As part of this verification process you may be asked to provide a government issued ID. We will permanently delete the verification information that you provide promptly after we have completed the verification process.

You may have the right to object to our use and processing of your personal information under applicable law. Please be aware that if you exercise your right to object, this may affect our ability to carry out and deliver services to you for your benefit.

***How can I contact envida, or lodge a complaint?***

If you have any questions/comments, or if you would like to exercise your rights in relation to this notice, including to make a complaint about the way we have handled your personal information, please contact us at the following address and include your name, email address and/or telephone number and clearly describe your questions, comments or complaint:

[envida.support@shk.com.au](mailto:envida.support@shk.com.au)

**Level 32, 55 Collins St, Melbourne VIC 3000**

We will acknowledge any complaint you send us and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

**Effective: 19<sup>th</sup> May, 2026**