RealTranche2

Privacy and Identity Verification Statement

About this statement

Real Tranche2 is operated by LDF AML CONSULTING SERVICES PTY LTD, ABN 13 694 019 639 (we, us or our). This statement explains how we handle personal information in connection with our services and our role as an Information Matching Agent for client businesses. We handle information in accordance with applicable privacy laws, the Australian Privacy Principles and the requirements applying to our identity verification arrangements.

Our role as an Information Matching Agent

Real Tranche2 acts as an Information Matching Agent to facilitate identity verification for client businesses through the relevant service provider, within the scope permitted by the applicable service and DVS arrangements. We use Global Data as our Gateway Service Provider for the Australian Government's Document Verification Service (DVS).

Client businesses, including those without their own website, may refer individuals to this statement for information about Real Tranche2's handling of personal information. This statement covers our activities; it does not automatically become a client business's privacy policy or cover all of that business's practices. Each business retains its own privacy and other legal obligations, including any requirement to maintain a privacy policy, provide collection information and ensure identity checks are lawfully requested. Publication of this statement does not itself authorise DVS access or establish an agency appointment.

Personal information and its use

Depending on the service, we may collect or receive names, contact details, dates of birth, addresses, identity document details, verification information and related service records. Information may be provided by you, the relevant client business or a verification provider. We limit collection to information reasonably necessary for the services and applicable compliance requirements.

We use personal information to deliver and administer our services, facilitate identity verification, respond to enquiries and complaints, protect against misuse and meet applicable legal and audit requirements. Information provided for a DVS check is not used for marketing, online tracking, market research or commercial data profiling.

Identity verification and consent

Where we collect identity documents or identity information as part of providing our services, that information may be provided to an approved identity verification provider to verify the information against the Australian Government's DVS. Information needed for the check may pass through Global Data and the relevant verification systems to the document issuer or official record holder for comparison with government records.

Any express consent required for an identity check is sought from the individual through the relevant verification process before the check proceeds. This website statement is provided for privacy awareness and is not a consent form. Reading it or using our website does not constitute consent to an identity check. If you do not wish to proceed with a check, contact the business requesting

verification or the verification provider to discuss any available alternatives and the effect on the requested service.

Disclosures and verification limits

We may disclose relevant personal information to the client business concerned, Global Data, other notified identity verification providers, document issuers or official record holders, providers supporting our services, professional advisers, auditors and bodies to which disclosure is required or authorised by law. Disclosures are limited to the relevant purpose and applicable restrictions. Restricted DVS match results are shared only where permitted under the relevant arrangements.

Verification responses assist identity assessment but do not guarantee a person's identity or that a document is being presented by its rightful holder. Each client business remains responsible for decisions it makes and its own legal obligations. These statements do not exclude our responsibilities or any rights that cannot lawfully be excluded.

Global Data's privacy policy is available at https://www.globaldata.net.au/privacy-policy/. Information about the government's handling of verification information is available at https://www.idmatch.gov.au/resources/identity-verification-services-privacy-statement.

Overseas disclosure

Some of our service providers may store or process personal information outside Australia.

Where this happens, we take reasonable steps to ensure that your personal information is handled in line with the Australian Privacy Principles, including through contractual protections with our providers"

Where we collect identity documents or identity information as part of providing our services, this information may be provided to an approved Identity Verification Provider for the purpose of verifying the information against the Australian Government's Document Verification Service (DVS).

Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. We retain it only for as long as needed for the relevant purpose and applicable legal and authorised recordkeeping requirements, then take reasonable steps to destroy or de-identify it. No electronic system can guarantee absolute security. We respond to suspected data breaches and make notifications where required by law.

Access correction and complaints

You may contact us to request access to or correction of personal information we hold, ask about our handling of it, or make a privacy complaint. We may verify your identity before responding. We respond within a reasonable period and explain any lawful refusal and available complaint options. Requests to correct government document records may need to be directed to the document issuer.

Privacy contact: Real Tranche2
Email: solutions@realtranche2.com.au
Phone: +61 469 761 829
Address: Suite 217, 139 Cardigan St, Carlton VIC 3053

We encourage you to engage with us directly in the first instance, as we are committed to resolving your concerns swiftly and fairly. We will investigate privacy complaints and aim to respond within 30 days. If you are not satisfied with the handling of your complaint by Real Tranche2, or have not

received a response within 30 days, you may refer your privacy complaint to the Office of the Australian Information Commissioner (OAIC), subject to its jurisdiction and complaint requirements. For information or to lodge a written complaint, visit https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us or call 1300 363 992.

We may update this statement as our services or legal requirements change. The current version will be available on our website.