**Corporate Monitor ESG Company Rating Service**

**Privacy and Refunds**

Corporate Monitor (registered business of Centre for Australian Ethical Research Pty Ltd)

Level 5

131 City Walk

Canberra City

ACT 2601

Phone 6154 5350

contact@caer.com.au

PO Box 229

Belconnen

Canberra ACT 2616

www.caer.com.au

[www.corporatemonitor.com.au](http://www.corporatemonitor.com.au/)

Corporate Monitor is a registered business name

of Centre for Australian Ethical Research Pty Ltd (ABN 95 101 201 905)

**Privacy and Refund Policy**

Thank you for visiting the Centre for Australian Ethical Research Pty Ltd’s Corporate Monitor website. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide may be used.

Note: the privacy practices set forth in this privacy policy are for the Centre for Australian Ethical Research Pty Ltd and Corporate Monitor, both of these business names are trading names of the Centre for Australian Ethical Research Pty Ltd. For any links to other websites, please review the privacy policies posted at those sites.

**Returns**

We will issue refunds or exchanges within 30 days of your purchase, should the electronic delivery and download of your subscription ratings/news or company report not meet your requirements, or be in error, due to a computer fault or the file being corrupt. You may either be directed to the PayPal site, or need to email [contact@caer.com.au](mailto:contact@caer.com.au) to organise a refund.

We will issue a credit to your bank account upon request of a refund, or alternatively we may issue a cheque refund after the payment has cleared our account.

**Collection of Information**

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when you register as a subscriber to our service. The information you provide is used to fulfil your specific request and subscription. This information is only used to fulfil your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists or similar.

**Cookie/Tracking Technology**

Our sites may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customise the Site for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

**Distribution of Information**

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so only when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorised transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

**Commitment to Data Security**

Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails from this site allow you to opt out of further mailings.

**Privacy Contact Information**

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below:

Email: [contact@caer.com.au](mailto:contact@caer.com.au)

Phone: 02 6154 5350

We reserve the right to make changes to this policy. Any changes to this policy will be posted on the company corporate websites.