

ENTERPRIZE TASMANIA

# Privacy Policy

*How we manage personal information*

## VERSION

v1 · 19 May 2026

## ENTITY

Enterprize Tasmania · ABN 29 615 732 315

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<https://enterprize.space/privacy>

## CONTACT

[contact@enterprize.space](mailto:contact@enterprize.space)

## 1 About this Policy

Enterprize Tasmania (ABN 29 615 732 315) (Enterprize, we, us, our) is committed to protecting the personal information of the people we work with — our coworking members, the founders in our Elevate program, the experts and mentors who support our programs, our event attendees, our subscribers, our staff, our suppliers, our board, and our partners.

This Privacy Policy explains how we collect, hold, use, disclose and protect personal information. It covers both our coworking operations (at our Hobart and Launceston locations) and the programs we deliver, including the Elevate incubator program.

### Our commitment to the Privacy Act

Enterprize is a not-for-profit charity registered with the Australian Charities and Not-for-profits Commission (ACNC). Although charities of our size may be exempt from some obligations under the Privacy Act 1988 (Cth), we have chosen to comply with the Privacy Act and the Australian Privacy Principles (APPs) in full as a matter of good governance and to maintain the trust of our community.

References in this Policy to the Privacy Act and to the Australian Privacy Principles should be read on the basis that we have voluntarily opted in to comply with them.

### Key terms used in this Policy

**Personal information** has the meaning given in the Privacy Act. It is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

**Sensitive information** is a sub-category of personal information that includes information about health, race or ethnic origin, religious beliefs, political opinions, sexual orientation, criminal record, and similar categories. We collect only limited sensitive information — see section 6.

## 2 Who we are

Enterprize Tasmania is a not-for-profit charity that operates coworking spaces and delivers programs for early-stage founders and the wider Tasmanian innovation community.

### OUR LOCATIONS

- Level 4, 24 Davey Street, Hobart, Tasmania
- Level 5, 24 Davey Street, Hobart, Tasmania
- Macquarie House, Civic Square, Launceston, Tasmania

### HOW TO CONTACT US ABOUT PRIVACY

All privacy enquiries, access requests, correction requests and complaints can be sent to:

- Email: [contact@enterprize.space](mailto:contact@enterprize.space)

- Postal address: Level 5, 24 Davey Street, Hobart, Tasmania

We aim to respond to privacy enquiries and access requests within 30 days.

### 3 Personal information we collect

The personal information we collect depends on your relationship with Enterprize. The table below summarises the categories of people whose information we collect and the information we typically hold.

Category of person	Information typically collected
Coworking members	Name, email address, phone number, billing address, payment details, membership type, booking history.
Casual room and event-space bookers	Name, email address, phone number, booking details.
Elevate program applicants	Name, email address, phone number, suburb, business name, business description, problem statement, co-founder details, prior startup and professional experience, references, financial information about the business, and other information requested in the intake form.
Elevate program participants	All of the above, plus session notes, progress and milestone information, photos, video, and quotes captured during the program.
Elevate guest experts and mentors	Name, contact details, professional biography, session materials and recordings.
Event attendees	Name, email address, RSVP information, and (where relevant) dietary requirements and accessibility needs.
Mailing list subscribers	Name, email address, subscription source, and engagement information (e.g. whether emails are opened).
Job applicants	Name, contact details, CV, cover letter and supporting application materials.
Staff and contractors	Employment records, payroll, superannuation and leave information. Most employee records are exempt from the Privacy Act under section 7B(3) but we manage them in line with the APPs as good practice.
Suppliers and payees	Name, contact details, banking and payment details.
Website visitors	IP address, device and browser information, pages visited, and information you provide through contact forms.

Category of person	Information typically collected
Board members	Name, contact details, professional information, and any details required for governance and reimbursement.
Partnership contacts	Name, role, organisation, contact details and information relevant to the partnership.

Where we ask for personal information that is not strictly required to provide a service or run a program, we will make clear that providing it is optional.

## 4 How we collect personal information

Wherever practicable, we collect personal information directly from the individual it relates to. We typically collect personal information in the following ways:

- When you sign up for a coworking membership or book a meeting room, event space or hot desk.
- When you apply for, or participate in, the Elevate program.
- When you register for or attend an Enterprize event.
- When you subscribe to our mailing list, complete a form on our website, or contact us by email.
- When you apply for a role with Enterprize.
- When you engage with us as a supplier, mentor, expert, partner or board member.
- Through our use of cookies and analytics on our website.

In some cases we may collect personal information from third parties — for example, from a partner organisation that introduces you to one of our programs, or from a publicly available source (such as LinkedIn) when researching prospective partners or guest experts. Where we do this, we will, if practicable, let you know that we have done so.

## 5 Why we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for the following purposes:

### COWORKING OPERATIONS

- To provide and manage memberships and access to our spaces.
- To take bookings, issue invoices and process payments.
- To communicate with members about their membership and the operation of our spaces.

### ELEVATE PROGRAM

- To assess applications and select participants.
- To deliver the program, including coordinating sessions, mentoring and guest expert engagements.
- To track outcomes and progress, and to share founder stories through marketing channels.
- To report aggregate and de-identified outcomes to grant funders, and identified outcomes to the Office of the Coordinator-General and our Board.

#### EVENTS AND COMMUNITY

- To manage registrations and attendance.
- To accommodate dietary requirements and accessibility needs.
- To send newsletters and invitations to relevant events.

#### OPERATING OUR ORGANISATION

- To manage our staff, contractors, suppliers and board.
- To comply with our legal, tax, ACNC and other regulatory obligations.
- To improve our services, programs and operations.

We will only use or disclose personal information for a purpose other than the purpose for which it was collected if you have consented, or if the use or disclosure is permitted or required under the Privacy Act.

## 6 Sensitive information

We collect limited sensitive information, and only with your consent or where required or permitted by law. The only sensitive information we typically collect is health information, in the following circumstances:

- Dietary requirements that you provide when registering for an Enterprize event or program (for example, food allergies).
- Accessibility needs that you tell us about so we can make reasonable adjustments to our spaces, programs or events.

Where we collect health information for these purposes:

- We collect only what is necessary to provide the service or run the event.
- We use it only for the purpose for which it was provided.
- We do not disclose it to anyone other than the staff or service providers (for example, a caterer) who need it to deliver the service.
- We delete it as soon as the event or accommodation period has ended.

## 7 Direct marketing

We send a regular newsletter and general updates to our mailing list using Campaign Monitor. We may also use Luma to send invitations and updates about events you have previously registered for.

### How you end up on our mailing list

- If you become a coworking member, you are added to our mailing list automatically and we tell you we are doing so. You can unsubscribe at any time.
- In all other cases (signups via our website, Linktree, event attendance or partner referrals), we will only add you to our mailing list if you have given us your explicit consent (typically by ticking an opt-in box).

### Unsubscribing

Every marketing email we send includes a one-click unsubscribe link. You can also unsubscribe by emailing [contact@enterprize.space](mailto:contact@enterprize.space) at any time. Once you unsubscribe, we will stop sending you marketing communications, although we may still need to contact you about your membership, your participation in a program, or an event you have registered for.

### Third-party data

We do not buy mailing lists or otherwise use personal information sourced from third parties for direct marketing.

## 8 Disclosures to third parties

We disclose personal information only in the circumstances set out below. We do not sell personal information.

Who we disclose to	What and why
Service providers and software vendors	We use a range of third-party platforms to operate. See section 9 for the list and section 10 for overseas storage.
Elevate guest experts and mentors	We provide founder names, business information and relevant background to guest experts and mentors before their sessions, so they can prepare and provide useful guidance.
Grant funders and government reporting bodies	We report aggregate and de-identified outcomes (participant numbers, local government areas, notable outcomes) to grant funders. No personal information is shared in this reporting.
Office of the Coordinator-General (Tasmania)	Reporting on our programs to the Office of the Coordinator-General may include participant-identified information, such as named founders and case studies. We make Elevate participants aware of this at intake.

Who we disclose to	What and why
Enterprize Board	Board papers may contain participant-identified information (for example, member or founder names and business details) for governance purposes.
Professional advisors	Our accountants, lawyers, insurers and auditors, where necessary for them to provide services to us.
Law enforcement and regulators	Where we are required or authorised to disclose information by law, by a court or tribunal order, or to assist a law enforcement agency.

### Elevate Founders & publication

As part of the Elevate program we publish founder names, business names and descriptions, and photos or videos of founders pitching. We also publish contact details for founders so audience members can reach out, unless the founder opts out at intake. We do not publish any demographic information.

### Members do not have access to other members' details

We do not operate a member directory and we do not share members' contact details with other members.

## 9 Platforms and service providers

We use the following platforms to operate our coworking spaces and programs. Each platform handles personal information in line with our instructions and its own privacy and security commitments.

Platform	What it holds
WhatSpot	Member names, email addresses, phone numbers and booking history.
Xero	Member names, billing addresses, payment details, invoice history, supplier and payee details, and board member details where relevant.
Hubdoc	Receipts and invoices, which may contain third-party personal information.
Campaign Monitor	Subscriber email addresses, names, subscription source and engagement information.
Notion	Internal documentation, which may include member notes, founder records, board papers and partnership notes.

Platform	What it holds
Granola	Meeting transcripts, including names and the content of conversations.
Zoom	Meeting metadata and occasional recordings.
Employment Hero	Full employee records, including HR, payroll and leave information.
Thinkific	Learner name, email address and course progress.
Google Workspace	Email, Drive documents and calendar entries. Personal information about any category of person above may appear here.
Slack	Internal staff communications, including planning of community-facing communications. Members do not have Slack accounts that we control or see.
Wagtail	Website content management system, including contact form submissions.
Luma	Event RSVPs, attendee names and email addresses.
Canva	Design assets, which may include member or founder photographs and headshots.

## 10 Overseas storage of personal information

Some of the platforms we use are operated by service providers based outside Australia. As a result, personal information may be stored in Australia, the United States, and other jurisdictions where our service providers operate cloud infrastructure.

Before engaging an overseas service provider, we take reasonable steps to satisfy ourselves that the provider has appropriate security and privacy practices in place. We require providers to handle personal information in a way that is consistent with the Australian Privacy Principles.

If you would like more information about where a particular item of your personal information is stored, please contact us at [contact@enterprize.space](mailto:contact@enterprize.space).

## 11 How we store and secure personal information

We take reasonable steps to protect personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure. These steps include:

- Storing personal information in secure, access-controlled platforms (see section 9).
- Using strong passwords, multi-factor authentication and a shared password manager for staff access to systems.
- Limiting access to personal information to staff who need it for their role.

- Training staff on their privacy and confidentiality responsibilities.
- Reviewing our security practices on an ongoing basis.

No system is completely secure, and we cannot guarantee absolute security. If you believe that the security of your personal information has been compromised, please contact us immediately at [contact@enterprize.space](mailto:contact@enterprize.space).

## 12 How long we keep personal information

We keep personal information only for as long as we need it for the purposes set out in this Policy, or for any longer period required or permitted by law. When we no longer need personal information, we take reasonable steps to delete it or de-identify it.

The table below summarises our standard retention periods.

Information	How long we keep it
Coworking member records	7 years after membership ends (to meet ACNC and tax record-keeping requirements).
Elevate applicants who are not accepted	24 months from the date of application, then deleted.
Elevate participants	7 years after the program ends (to support alumni and outcomes tracking and to meet ACNC requirements).
Elevate guest experts and mentors	While engaged, plus 7 years after the last engagement.
Event attendee RSVPs (Luma)	Until you unsubscribe.
Event dietary requirements	Deleted immediately following the event.
Mailing list subscribers (Campaign Monitor)	Until you unsubscribe, plus a short period to process your unsubscribe request.
Job applicants (unsuccessful)	12 months after the recruitment round closes.
Staff and contractor records	7 years after employment or engagement ends.
Supplier and payee records	7 years (to meet ACNC and tax record-keeping requirements).
Website visitor analytics	Up to 26 months (the default for our analytics tools).
Contact form submissions	24 months, unless you become a member, applicant or participant in one of our programs.
Board member records	7 years after the end of the term.

Information	How long we keep it
Partnership contacts	While the relationship is active, plus 24 months.
Meeting transcripts (Granola)	24 months.
Health information (dietary, accessibility)	Deleted immediately after the relevant event or accommodation period.

## 13 Accessing and correcting your personal information

### Accessing your personal information

You can ask us for a copy of the personal information we hold about you. We will respond within 30 days. In most cases there is no charge for an access request, although we may charge a reasonable fee in unusual cases (for example, if your request requires significant work to extract historical records).

There are some limited situations where we may not be able to give you access — for example, where giving access would have an unreasonable impact on the privacy of another person, or where we are required by law to refuse. If we refuse a request, we will tell you in writing and explain why.

### Correcting your personal information

If you believe the personal information we hold about you is inaccurate, out of date, incomplete or misleading, please let us know and we will correct it. If we disagree that a correction is needed, we will tell you in writing and explain why, and you can ask us to attach a statement noting your view to the relevant record.

### How to make a request

Send your request to [contact@enterprize.space](mailto:contact@enterprize.space) with a clear description of the information you want to access or correct. We may need to verify your identity before responding.

## 14 Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, please tell us. We take privacy complaints seriously and will investigate them promptly and fairly.

### Step 1 — Contact us

Send your complaint to [contact@enterprize.space](mailto:contact@enterprize.space), marked clearly as a privacy complaint. Please include a description of what happened, when it happened, and what outcome you are seeking. We will acknowledge your complaint within 7 days and aim to provide a substantive response within 30 days.

## Step 2 — Escalate to the OAIC

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Online: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992
- Mail: GPO Box 5288, Sydney NSW 2001

## 15 Data breaches

A data breach happens when personal information held by an organisation is accessed, disclosed or lost in a way that should not have happened. If we become aware of a data breach affecting personal information we hold, we will:

- Take immediate steps to contain the breach and limit any further loss or unauthorised access.
- Assess the breach to work out what happened, what information is involved, and who is affected.
- Notify affected individuals and the Office of the Australian Information Commissioner where the breach is likely to result in serious harm, in accordance with the Notifiable Data Breaches scheme under the Privacy Act.
- Review what happened and improve our practices to reduce the chance of a similar breach happening again.

If you become aware of, or suspect, a breach involving your personal information, please contact us immediately at [contact@enterprize.space](mailto:contact@enterprize.space).

## 16 Changes to this Policy

We review this Privacy Policy at least once a year and update it whenever our practices change in a way that affects how we handle personal information.

The current version of this Policy is always available at <https://enterprize.space/privacy>. We will publish updated versions of this Policy at that URL. Where a change is significant, we will also notify our coworking members and Elevate participants directly.

**Version:** v1

**Effective date:** 19 May 2026

**Next review:** 19 May 2027

## 17 Contact us

If you have any questions about this Policy, or about how we handle your personal information:

**Email:** [contact@enterprize.space](mailto:contact@enterprize.space)

**Post:** Enterprize Tasmania, Level 4, 24 Davey Street, Hobart, Tasmania

**Website:** <https://enterprize.space>