

Spam Statement

This website (**Site**) is operated by Broken to Brilliant Limited ABN 636 095 919 97 (**we, our or us**). It is available at: <https://www.brokentobrilliant.org/> and may be available through other addresses or channels.

1. What is spam?

- 1.1. Spam is the common term for unsolicited electronic messages. In other words, one or more unwanted commercial electronic messages that does not include accurate sender information or does not include a functional unsubscribe facility.
- 1.2. The *Spam Act 2003* (Cth) (**Spam Act**) makes it an offence to send unwanted, unsolicited commercial electronic messages. Electronic messages includes:
 - a) emails;
 - b) mobile phone text messages (SMS);
 - c) multimedia messages (MMS); and
 - d) instant messages (IM).

2. What are our obligations?

- 2.1. Before we send emails or marketing messages, we must have your permission to do so.
- 2.2. We must accurately identify Broken to Brilliant as the sender of the message—our messages will always list Broken to Brilliant Limited ABN 636 095 919 97 as the sender.
- 2.3. We must make it easy for you to unsubscribe from our electronic mailing list. You can unsubscribe from our messages by clicking the 'unsubscribe' option in our message, or by emailing contact@brokentobrilliant.org.

3. What penalties apply to those who send spam?

- 3.1. Businesses and individuals in breach of the Spam Act may be subject to financial penalties.

4. How can I minimise my exposure to spam?

- 4.1. Spammers use tools to collect contact details such as email addresses from the internet so when online it is best to avoid giving out your email address or any other contact information, unless you are confident you are in a secure environment.
- 4.2. Check an organisation's privacy policy and consent arrangements before disclosing your personal information to them.
- 4.3. Only open attachments if you know the sender and what they contain. Otherwise, it is safest to delete the message immediately.
- 4.4. Install anti-virus software onto your computer and ensure you regularly update it and scan your computer for virus infections. Computers with a virus infection can unwittingly be made to transmit email spam.

5. What should I do if I think I have received spam?

- 5.1. Do not respond to the sender. If the source seems dubious, the best step to take is to delete the message without opening it.
- 5.2. Contact the business directly to make a complaint - if you have already opened the message and you are unsure whether the source is authentic, check for accurate sender information.
- 5.3. If the spam advertises a legitimate Australian business, you may wish to contact the business directly by telephone or in writing to make a complaint and request that they do not send you any more messages.

6. Spam enquiries

- 6.1. For any other questions regarding spam issues, or if you believe you have received spam from us, please contact us at contact@brokentobrilliant.org.

7. Further action

- 7.1. You can also report or lodge complaints regarding spam to the following organisations:

[Australian Communications & Media Authority](#)

If you believe that spam contains material that promotes or advertises content that is likely to cause offence you can report it to the ACMA.

The information you provide will assist the ACMA to identify patterns of Spamming activities affecting Australia.

The Office of the Australian Information Commissioner

If you believe spam you have received appears to be the result of misuse of personal information (<https://www.oaic.gov.au/about-us/contact-us>).

Australian Competition & Consumer Commission (the ACCC)

If you believe spam you have received contains misleading and deceptive conduct (acc.gov.au)

You can obtain further information about spam from the following organisations:

[Australian Communications & Media Authority](#)

[The Australian eSafety Commissioner](#)

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