

Your Privacy

At XYZ, we are committed to protecting your privacy as an online visitor to our website. As part of this commitment, XYZ has elected to be bound by the National Privacy Principles set down by the Privacy Commissioner under the Privacy Act 2000.

This Privacy Policy outlines how XYZ manages, uses and protects personal information under the Privacy Amendment (Private Sector) Act 2000 (Cth) and the Privacy Act 1988 (Cth).

What kind of information is collected and how is it stored?

We receive and store information you enter on our website or give us in any other way from time to time. You may provide basic contact information, including but not limited to, your name, phone number, address, and email address to enable us to send information from time to time.

We may use personal information collected from you for the purpose of providing you with direct marketing material, updates regarding our website and information in the form of a newsletter. This will only apply if you have registered or subscribed to such publications by registering your details with us. However, if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned immediately.

Individual profile and company details are not used for any other purpose. Details are only supplied to a third-party supplier when it is required by law, for goods or services which you have purchased or to protect our copyright, trademarks and other legal rights.

We respect the privacy of our online visitors. We may collect information on or through this website that can personally identify you. For example, we collect personally identifiable information which you volunteer to us to respond to visitor questions and comments about us and our products and services, and to mail e-newsletters ("Personal Data").

We will use reasonable means to protect the confidentiality of your Personal Data while in our possession or control through appropriate hosting services and secure encryption through an EV SSL certificate. We will not knowingly share any of your Personal Data with any third party other than our service providers who assist us in providing the information and/or services we are providing to you. To the extent that we do share your personal information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy. Some of our service providers may be overseas and may not be subject to Australian Privacy Laws. Please contact us if you require specific details.

Any non-personal information, communications and material you send to this website or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever. Specifically, we will be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose, including developing, manufacturing or marketing products.

You may change your details at any time by advising us in writing. All information we receive from our customers is protected by our secure server. XYZ's secure server software and EV SSL certificate encrypts all customer information before it is sent to us. Furthermore, all customer data collected is secured against unauthorised use or access. Credit card information is not stored by us on our servers.

The use of cookies

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies **do not** access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web

browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.

Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

Disclosure of Your Information

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Data to protect the rights, property or safety of XYZ, our customers or third parties.

If there is a change of control in one of our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include your Personal Data, could be disclosed to a potential purchaser under a confidentiality agreement. We would only disclose your information in good faith and where required by any of the above circumstances.

Third Parties

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of XYZ, our customers or third parties or if required by law.

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services but not for any other use.

Security

XYZ takes all responsible security measures to protect personal information from loss, unauthorised access, destruction, misuse, modification or disclosure. As far as permissible under law, XYZ accepts no responsibility for the unauthorised access of personal information held by XYZ.

Links

This website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by this website.

Change in Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us via the “contact us” section of our website.

General Data Protection Regulation (GDPR)

On May 25 2018, the General Data Protection Regulation (GDPR) took effect. In response, please view some specific amendments to our Privacy Policy below:

Personally-Identifiable Information

XYZ receives specific data about website visitors when information is provided voluntarily, such as when our visitors request information, purchase or sign up for services, submit a customer support enquiry, send us emails or other similar instances.

Information Usage

XYZ may use the information collected for, but not limited to:

1. Personalise your experience
2. Provide and improve our website and services
3. Process transactions
4. Improve security and detect and prevent fraud
5. Comply with our obligations
6. Sales and marketing
7. To exercise our rights

Data Retention

We may retain your information for as long as your account is active or as needed to provide services, comply with our legal obligations, resolve disputes, and enforce our agreements.

Visitor Consent

Information you share online in a public space, including on any blog, bulletin board, chat room, post, or website is available to anyone else who views that area. We cannot safeguard any information you disclose in these or similar locations.

If you voluntarily offer any feedback, data, answers, questions, comments, suggestions, ideas or the like, XYZ will treat that portion of the information as non-confidential and non-proprietary. Except as otherwise stated in this Privacy Policy we assume no obligation to protect such information from disclosure. To request removal of your personally identifiable information from any of these areas please contact us via our contact us page form.

International Transfer

If you are visiting this website from a country other than the country in which our servers are located, your communications with us may result in the transfer of information across international boundaries. By visiting and using this website and communicating electronically with us, you consent to such transfers.

Access

Upon request XYZ will provide you with information about whether we hold, or process on behalf of a third party, any of your personally identifiable information. To request this information please use our contact us page. You may also correct or request deletion of your personally identifiable information by using the contact us section of our website.

Children

Our website and services are not directed to children, and we do not knowingly collect personally identifiable information from children under 13. If you believe that a child under

the age of 13 has given us personally identifiable information, please contact us immediately via our contact us page.

Notification of Data Incidents

XYZ will notify customers inside a reasonable timeframe that complies with GDPR legislation if there are any accidental, unauthorised or unlawful destruction, loss, alteration, or disclosure of, or access to their personal data. XYZ will assist our customers in their obligations under Articles 32-36 of the GDPR.