

ABOUT THIS POLICY

Purpose

The purpose of this privacy policy is to communicate clearly the personal information handling practices we follow when we collect and deal with your personal information, including how you can contact us if you wish to correct or access personal information we hold about you.

Privacy Act 1988 (Cth)

We are required to comply with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. Under the APPs, we are required to have clearly expressed policies on our management of personal information. The APPs contain rules about the collection, use, disclosure and storage of personal information. This privacy policy sets out how we comply with our obligations under the Privacy Act 1988.

The Privacy Act 1988 (Cth) can be viewed at http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

OUR PERSONAL INFORMATION HANDLING PRACTICES

What is personal information?

We use the definition of personal information contained in s 6(1) of the Privacy Act. It states that personal information is 'information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion'.

Collection of personal information

We try to collect personal information directly from the individual or their organisation.

We only collect personal information for purposes which are directly related to our activities and only when it is necessary for or directly related to such purposes. These purposes include:

- To provide you with information you have enquired about
- To provide you with goods you have purchased
- To provide you with services you have purchased
- So that we can send you information about our activities and/or publications
- So that we can send you relevant technical advisories regarding technology we understand you have within your organisation
- For normal communication processes when we might email you, text you or phone you

Browsing

When you only browse the website, we do not collect your personal information.

When you look at our website, our internet service provider makes a record of your visit and logs (in server logs) the following information for statistical purposes:

- Your server address
- Your top level domain name (for example .com, .gov, .org, .au, etc)
- The pages you accessed and documents downloaded
- The date and time of your visit to our site
- Whether you have visited our site before
- The previous site you visited, and
- The type of browser being used. We do not identify you or your browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the internet service provider's server logs.

Cookies

Our website may use cookies. You may choose to disable cookies in your browser but this may affect your use of the site in some areas.

Use and disclosure of your personal information

We may disclose personal information to related third parties for the purposes of delivering our products and services. We only use personal information for the purposes for which it was given to us, or for purposes which are directly related to one of our activities, and we do not give it to other organisations or anyone else unless one of the following applies:

- You have consented
- You would reasonably expect, or have been told, that information of that kind is usually passed to those individuals or organisations so that, for example, your purchase can be sent to you by a postal service or delivery organisation
- It is required or authorised by law
- It will prevent or lessen a serious and imminent threat to somebody's life or health
- It is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Under no circumstances will Xpanse sell or receive payment for licensing or disclosing your personal information.

Data quality

We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by you that your personal information has changed.

Data security

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, securing paper files in locked cabinets and physical & technical access restrictions.

If you choose to join our email lists, complete online forms or lodge enquiries, your contact details are stored on password-protected databases.

If you provide us with technical system credentials and/or passwords, these will be stored within encrypted, restricted access databases.

Xpanse does not store any customer credit card information.

Deletion of data and unsubscribing

You can request that your personal information be deleted at any time.

You may also request us to delete any personal information we hold about you by emailing our contact person whose details are below. You may choose to opt out of further contact from us by sending us an email containing the word "unsubscribe" in the title of the email or by clicking on the relevant links within one of our marketing emails sent to you.

Access and correction

If you wish to request access to the personal information we hold about you, or request that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason to withhold the information under relevant law such as the Privacy Act, Freedom of Information Act 1982 (Cth) (FOI Act) or other relevant information.

You can obtain further information about how to request access or changes to the information we hold about you by contacting us (see details below).

How to contact us

You can obtain further information in relation to this privacy policy, ask questions about it or provide any comments, by contacting us at privacy@xpanse.com.au