



Privacy Policy



LEGALS - General

PRIVACY POLICY

We, the "Company" – is engaged by the Client to provide the Services.

You, the "Client" – engages the Company to provide the Services.

1. This Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business. This policy is consistent with the Australian Privacy Principles of the Privacy Act 1988.
2. We may make alterations or additions to this policy from time to time. Should we do so, we will update the Privacy policy on our web site. We require that all our customers agree to abide by our Privacy policy as part of our terms of trade. This policy also applies to users of our web site who are not customers.
3. We do not assume any responsibility for the privacy or security practices of any other web sites which you may be able to access through our site, or for our customers' level of compliance with our code.
4. We collect different information about you at different times such as;
 - a. Information we require to provide our services.
When you first sign up or contact us for our services, or when you make an inquiry about our services, we collect information such as your name, address, telephone number, domain name, email address of your primary and secondary contacts, credit card details.
 - b. Non-personally identifying information.
We operate statistical gathering software on its web site to collect information about the number of visitors coming to the site. No identifying information is collected by this software, which records the IP address of the visitor only. Information is collected to enable analysis to support further development of our website user experience. This may include the server address, top level domain name (.com, .gov etc), date and time of visit, pages accessed, documents downloaded, referring site, and the type of browser. We will not record any identifying details (such as name and IP) of the individual user, or their other browsing activities. The only exception to this rule is if we are directed to do so under a law enforcement agency, which allows them to inspect our web server's logs.
 - c. Other demographic information.
We may use your information to measure your experiences of our products/services/website, improve or develop our products/services/website, and perform research/analysis. Also, if you respond voluntarily to any of our surveys or other interactive communications, we will collect those responses and use the information to improve the quality and range of our products and services.
5. We collect and use your personal information to best operate and improve the delivery of our services to you. We will use your personal information to provide you with: sales and technical support, billing and credit control, product upgrades and information, renewal notices, maintenance notices, system changes and other functions relevant to your services with us.
6. When you contract us for our services, or make enquires of our services, you will be requested to provide your consent to us to send promotional material to you. You may stop the delivery or "opt-out" of future promotional email by following the specific instructions in the email you receive.
7. We may use your personal information to:
 - a. contact you in relation to upgrading your use of our services, special offers (from us, or on behalf of third parties), with newsletters, surveys, and individual service audits, or in response to any expression of interest we may receive from you in relation to our products and services;
 - b. identify the source of new customers;
 - c. monitor and address complaints, other feedback, and to resolve disputes;
 - d. in the case of credit cards, to bill you for services;
 - e. in the case of ABNs, to verify your identity;
 - f. maintain a technical and account history of your dealings with us, and to re-establish your account with us where you re-join as a customer within a reasonable time after having terminated your account;

