

Privacy Policy Australia

Introduction

Adfinis is not listed as an organisation in the Privacy Act 1988 and is therefore not (legally) required to maintain a privacy policy - however in the IT industry, privacy is a big concern and Adfinis strives to meet the needs of its customers and partners when it comes to their privacy. We care about your privacy, and we believe that you should care about it as well. To that end, we have voluntarily committed to having a privacy policy that informs you of the information we collect, how we use it, and how you may obtain, update or request deletion of it.

This privacy policy outlines how we (us), Adfinis IT Australia Pty Ltd, ABN: 86 641 945 413, collect, handle and use your information.

We will only collect and store information we require to:

- do our job,
- receive or take payment from you.

All information is stored securely. We use all means and resources at our disposal to ensure the secure storage of information. We will encrypt your data where possible, and enable multi-factor authentication where available.

We operate in the IT business for more than 20 years and know how important a careful vetting process of our partners is. We therefore carefully evaluate vendors we work with and take vendor platform security features into consideration before making a decision.

We will not sell your information, nor will we release or distribute your information to any third-party for marketing purposes. We only disclose your information to a third-party for the purpose of purchasing or administering a product that we utilise through that third-party.

Information We Collect

In order for us to provide our services to you, we collect your first and last name, your business name (if applicable), and any email addresses and phone numbers that you choose to disclose to us.

In addition to the above, for billing purposes, we may collect and store a billing address, banking details, and any historical purchases, payments, or invoices that have been issued through us.

Acting as the administrator of your IT systems, it may be necessary for us to store login information to services that you, or us acting on your behalf, are using. We may also store network schematics, the name of any computer(s) you use, username/password combinations that you give us, and other similar information that allows us to administer your IT systems as part of our services we provide to you.

How We Use Your Information

We may use your information for our own marketing purposes, and this use will be in accordance with the Spam Act 2003. Specifically, if you are a customer, it will be implied that you consent to receiving email communications about specials or deals involving products that are related and/or relevant to purchases that you have made with us previously.

You may opt out of our marketing campaigns at any time by simply sending us an email stating that you do not wish to receive marketing material, and list any email addresses you wish to be excluded from receiving our marketing material. We will remove the email addresses from our marketing list, and respond accordingly to let you know that we have done so.

We will use your information for the purpose of doing our job, administering your IT systems.

We will use your information to seek payment for goods and services supplied by us.

Third-Parties & Data Jurisdiction

Generally, we will avoid sharing your information with a third-party whenever possible. We will only disclose your information to a third-party for the sole purpose of supplying you with goods and services that are supplied through that third-party. For example, we may utilise a vendor that sells computing resources or software subscriptions, and we may register the service using your information so that should you cease being our customer, the account is in your name and is easily transferable to your new service provider. We only supply the third-party with the minimum information necessary for them to supply you with their product.

Information supplied to a third-party, may be held by said third-party, and is subject to the privacy policy of said third-party.

Given the nature and availability of cloud computing infrastructure, it is hard for us to tell you exactly which country all of your information may be located in at a given time. Whilst we strive to use cloud-based services that meet the same (or higher) privacy requirements as those required in Australia, our third-party vendors ultimately are in control of their systems, and therefore they have control over where they send your information, not us.

Your Rights to Your Information

At any time, you may request any information of yours that we hold a copy of. However, to ensure that we are giving you, and only you, your information. It may be necessary for us to confirm that you are who you say you are, before we release any information to you. To do this, we may confirm your identity by utilising any or all of the contact information that we hold about you. For example, we may email any email addresses that we have listed as yours, and/or call any phone numbers that we have listed as yours, for the purpose of confirming your identity and ensuring that the request for information is genuine. This is about protecting your information to ensure that no one else can falsely request it.

If you believe any information we hold about you is incorrect, you may request us to update or delete the incorrect information.

At any time, you may request that we delete some or all of your information. However, if you are an ongoing customer it may not be possible for us to fulfil your request in its entirety. In this case, we will advise you what we can or cannot practically delete whilst still providing you with goods or services. Similarly, if you are no longer a customer, whilst we can delete the majority of your information, we will still need to keep records of invoices and any financial transactions for 7 years, as per the record keeping requirements scheduled by the ATO. After 7 years we will destroy any information that you have requested be deleted and we were unable to do so at the time of your request.

There are no costs to request your information, or to request an update or deletion of your information. This is done free of charge (\$0) by us as part of our commitment to your privacy.

We will respond within 30 business days, notifying you of the outcome of your request, i.e. what information we are giving you, what information was updated, or what information was and/or was not deleted, with any reasons as to why.

Complaints

If you wish to make a complaint regarding our handling and/or use of your information, please contact us using the contact information on our website.

If you are unhappy with our response and/or remedy to your complaint, you may take the matter to the Office of the Australian Information Commissioner (OAI) for independent arbitration.

How to Contact Us

To make a request for your information, or to request an update or deletion of your information, please address your request to support@adfinis.com.