

Privacy Policy

AUS IT Services is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways, but primarily through correspondence with individuals within our customer's businesses, our suppliers and third party consultants/contractors

Correspondence may be telephone, email, 'chat and remote support' applications, and via forms on our website www.aus-it.com.au.

We collect Personal Information on staff of our client businesses for the primary purpose of providing our services and delivering information to our clients. We collect your name and email address and phone number so we can contact you to provide you IT support, or to deliver goods to your place of work.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. Providing contact details to a contractor being sent to your office to perform work on our behalf for example.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

As an employee of one of our clients, we may send you a newsletter on a monthly basis, you may unsubscribe from our mailing/marketing lists at any time by contacting us using the details included in the marketing correspondence or by contacting us via email info@aus-it.com.au.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will never be collected by AUS IT

Personal Information accessible by AUS IT held by our clients

Through the provision of IT support services to client businesses, AUS IT may have access to Personal or Sensitive information collected by our customers and held on the systems we support. AUS IT will never access this information (unless explicitly requested to do so or when access is required to provide requested IT support services to our customers). AUS IT would only disclose this information where required by law.

AUS IT staff or our automated systems may make copies of this data as part of providing services to our customers – for example providing a data backup service or when moving data to a new laptop for a client.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to remove your Personal Information. However, some of the

Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us via email legal@aus-it.com.au.

AUS IT will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

43-49 Sandgate Road, Albion, Brisbane 4010 Q

legal@aus-it.com.au

07 3624 9100