

Privacy Statement

This Policy sets out how we collect, hold, use and disclose personal information. We treat all personal information collected by us in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and this Policy.

Services may be provided by us through various means, including through our Website, our Platform or through direct communication with you. When we communicate with you and/or provide you with Services and/or grant you access to the Platform and/or our Website, this Policy applies in relation to personal information provided by you.

Personal information includes any personal information relating to or belonging to another person if you visit our Website and/or the Platform or use or request our Services or provide personal information as an agent, employee, servant, officer or adviser for that other person. In some circumstances that collection may not be authorised by or notified to the person. By providing personal information regarding a person, you warrant that you are authorised to disclose that information to us.

Personal information does not include:

- information which is on or becomes part of a public record; or
- information which has been de-identified.

We are bound by the Australian Privacy Principles (APPs) contained in the Privacy Act. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of personal information. The APPs may be found [here](#).

Personal Information We Collect

Personal information is information about an individual whose identity is apparent or can be reasonably ascertained. We collect a variety of personal information that is reasonably necessary for the purposes of conducting and improving our business and providing Services. This information is collected from a range of sources including:

- through the Platform and/or the Website;
- by having some form of contact with you such as such as by mail, telephone, email, internet or intranet;
- order forms submitted by you;
- through the provision of Services;
- through marketing research;
- through events held by us and in conjunction with other parties;

We collect personal information so that we may provide material that is relevant to you or your clients, and so that we may communicate more effectively with you. When ordering Services, personal information concerning other parties may be collected.

Personal information collected by us includes:

- individual names, addresses, dates and places of birth;
- firm or company names;
- tax file numbers;

- a description of your interactions with us;
- contact details such as mobile phone numbers, telephone numbers and email addresses;
- your reasons for using our Services;
- your preferences and opinions relating to our Services; and
- logs, which may include information such as your Internet Protocol (IP) address, browser type, browser version, clickstream data, the pages of our Website that you visit, the time spent on any pages of our Website and other log related information relating to your use of our Website.

We do not collect any sensitive information other than that required by Law (for example, dates and places of birth for the purposes required under the Corporations Act 2001).

Use of personal information

We will not use any personal information other than for the purposes for which the information is supplied or otherwise in accordance with this Policy and the Privacy Act.

We may use personal information provided to us in order to:

- communicate with you;
- manage your account with us;
- generate internal reports of financial information for our own sales and accounting purposes;
- provide you with Services;
- inform you about our other products and services.

We collect personal information for the above primary purposes. We may also use personal information for secondary purposes closely related to a primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Protecting your personal information

We will take reasonable steps to protect personal information from:

- misuse, interference and loss; and
- unauthorised access, modification or disclosure.

The steps we take to protect personal information include:

- adopting measures to protect our computer systems and networks for storing, processing and transmitting personal information;
- adopting procedural and personnel measures for limiting access to personal information by our staff;
- regularly reviewing our information collection, storage and processing practices; and
- such other security measures we consider reasonable and appropriate from time to time.

While we use our best endeavours to protect all personal information we collect and hold, we unfortunately cannot guarantee its complete security.

When personal information we have collected is no longer required to be kept by us, we will take reasonable steps to securely destroyed or de-identified that information. However, most of the personal information we collect is or will be stored for a minimum of 7 years.

Disclosure of personal information

Other than described in this Policy, if we hold personal information about an individual that was collected for a particular purpose, we will not use or disclose the information for another purpose unless:

- the individual concerned has consented to the use or disclosure of the information; or
- the disclosure is permitted under the Privacy Act or the APPs.

We do not disclose personal information to any third party, except those requiring that information for the purposes for which the information was collected.

Overseas disclosure

We may disclose personal information to outsourced information technology service providers, including cloud computing providers and data storage providers which may be based overseas.

We will take reasonable steps to ensure such overseas recipients do not breach the APPs or are subject to laws or a scheme substantially similar to the APP's.

We may use Google Analytics to track your usage of our Site. Google Analytics is a web analysis service provided by Google. Google utilises the data collected to track and examine the use of the Site, to prepare reports on the Site's activities and share them with other Google services.

Google may use the data collected to contextualise and personalise the ads of its own advertising network. Personal data collected by Google includes cookie and usage data, which is processed in the USA. You can find Google's privacy policy here: <https://www.google.com.au/policies/privacy/>.

Other than as described above, we will only disclose your personal information to an overseas recipient if:

- you consent to the transfer; or
- the disclosure of the information is required or authorised by or under an Australian law, other applicable law or a court/tribunal order.

International users

If you are located outside the Australia and choose to provide your personal information to us, your personal information will be transferred to Australia and processed.

Password

You must keep your user information and password secure. Failure to do so may result in loss to you. We will not be responsible for:

- the failure or omission of any person which results in any password or other sensitive personal information being used by any person;
- any loss or damage however caused (including through negligence or fraud) which you may suffer directly or indirectly arising out of any:

- unauthorised access to the Platform and/or the Website by any person using your log in or password details or those of any other person;
- alterations to any personal information made by any person using your log in or password details or those of any other person, whether we have notice of any such use or not.

Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive.

Like many sites, we use “cookies” to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some features of the Platform or our Website.

Visiting our Website

Whenever the Platform or the Website is visited, our internet service provider may record details such as the date and time of your visit, together with your server address and domain name. Personal information collected is not kept in a form enabling you or your clients to be identified but is used for statistical purposes only.

Availability

We may withdraw access to the Platform and/or our Website and your personal information for any reason and without Notice including (without limitation) if:

- your account is or becomes inactive;
- electronic or other equipment malfunctions or is otherwise unavailable at any time for use;
- your account remains unpaid beyond our normal payment terms;
- we believe that the security of the Website may have been compromised; or
- we believe that Platform and/or the Website or any content available through it is being used for improper or unauthorised purposes.

Access to Information

If you wish to access any personal information held by us and to which you are entitled to access, you can send requests by email at info@docscentre.com.au

We will provide you with access to your personal information held by us unless:

- giving access would be unlawful; or
- denying access is required or authorised under the Privacy Act or any other applicable law or the APPs.

Changing Your Details

You may change or correct your details at any time by logging onto our website and changing your settings or by contacting us by email at info@docscentre.com.au

If we elect not to correct your information, we will notify you, within a reasonable time, of the reason for our refusal, the mechanisms available for you to complain about our refusal and such other matters required by the Privacy Act.

If you wish to have your personal information deleted, please let us know and we will take all reasonable steps to delete it, unless we are obliged to keep it by Law.

3rd Party Websites

Our Website contains some links to 3rd party websites over which we have no control. We accept no responsibility for the privacy or security characteristics of any of those other websites. Any use by you of any 3rd party website accessed through the Platform and/or the Website is undertaken at your risk and subject to any terms applied by that 3rd party. We strongly advise you to review the privacy policy of every site you visit.

Complaints

If at any time you have a complaint against us regarding our Privacy Policy, including a breach of the Privacy Act, we invite you to make a complaint. All complaints made will be dealt with in confidence. We endeavour to respond within 30 days of receipt of a complaint with a resolution or proposed resolution to the issue raised.

Please note that you may also make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. Information on making a privacy complaint or to report a data breach can be found on the OAIC website at <http://www.oaic.gov.au>

Terms and Conditions

This Policy is subject to and forms part of our Terms and must be read together with our Terms. Words and expressions used in this Policy have the same meanings given in our Terms.

If there is an inconsistency between:

- this Policy and the APPs, the APPs prevail to the extent of any inconsistency; and
- this Privacy Policy and our Terms, our Terms prevail to the extent of any inconsistency.

Amendments

We reserve the right to amend this Policy, from time to time, without Notice to you or to any other person. Any amended Policy applies immediately upon being posted on our Website.

If you have any queries relating to our Privacy Policy please contact us by email at info@docscentre.com.au

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