



Privacy Agreement

1. Information we require to supply our Service

When you first sign up with Concentric I.T for our Services, or when you make an inquiry about our Service, we request information such as your name, address, telephone number, domain name, email details of your primary and secondary contacts, credit card details (if you are paying online). We may also ask for your age and gender. We may also monitor and/or record telephone conversations with you from time to time in order to train staff and to improve our service to you.

2. Non-personally identifying information

In addition to the information you specifically provide above, Concentric I.T operates statistics gathering software to collect information about the number of visitors coming to the site. No identifying information is collected by this software. We use this information to improve our own technical structure and performance, and to determine which areas of our services are most popular.

3. Other Demographic Information

If you respond voluntarily to our surveys or other interactive communications, we collect the responses and use the information to improve the quality and range of **Concentric I.T's products and services.**

4. Personal information stored on a website hosted by Concentric I.T.

Concentric I.T will have personal information stored on our servers due to the fact that we provide our Service to organizations. Any information that is submitted to or collected by these organizations will be physically located on a Concentric I.T server within Australia. This information, whether voluntarily provided or not, will never be used or released by Concentric I.T in any manner to the general public.

All the above types of information and any other information we may gather about you, your customers, your suppliers and your agents and resellers is hereafter **referred to as your “personal information”**.

5. Use of your Personal Information

We collect and use your personal information to operate our Service and deliver our Service to you. We will use your personal information to provide you with: technical support, billing and credit control, product upgrades and information.

When you contract with Concentric I.T for our Service or make enquiries of our Service, you will be requested to provide your consent to us to send promotional material to you. If you consent to receipt of promotional material, we will use your personal information to provide you with promotional material. You may stop the **delivery or “opt out” of future promotional email from Concentric I.T by simply informing Concentric I.T via email that you wish to “opt out”**.

We may use your personal information to:

- 5.1. Contact you in relation to upgrading your use of our Service, special offers (from us, or on behalf of third parties), with newsletters, surveys, and individual Service audits. We may give extracts of our customer lists containing personal information to third party contractors to do this on our behalf. We will ensure that those contractors are bound to protect your personal information to the same standard that we are.
- 5.2. Identify the source of new customers to Concentric I.T.
- 5.3. Monitor and address complaints, other feedback, and to resolve disputes.
- 5.4. In the case of credit cards, to bill you for services.
- 5.5. In the case of ABNs, to verify your identity.
- 5.6. In the case of our partners who are IT professionals, to ascertain your areas of specialty and to refer prospective customers to you
- 5.7. Maintain a technical and account history of your dealings with us, and to re-establish your account with us where you rejoin as a customer within 12 months after having terminated your account;
- 5.8. Monitor your compliance with our Acceptable Use Policy and other terms and conditions of supply;
- 5.9. Comply with our reporting and other obligations to third party licensors (such as reporting to software suppliers the number and identity of software licenses we have issued as part of our products).

5.10. We will treat all information we collect from suppliers, consumers, agents and resellers as strictly confidential. Concentric I.T does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, license, share or pass onto any third party (other than those who are contracted or supply services to Concentric I.T including of spam filter operators) any of your personal information unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

6. We will disclose your personal information, without notice or your consent, only:

- 6.1. If we are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site;
- 6.2. To protect and defend the rights or property of Concentric I.T;
- 6.3. If we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you;
- 6.4. If we sell our business or part of it; and
- 6.5. In extreme circumstances, to protect the personal safety of users of **Concentric I.T's services, its web site, our staff or the public.**

7. Security of Your Personal Information

Concentric I.T has implemented security features in our database to protect your personal information from unauthorized access. We maintain our servers in a controlled, secured environment. Only staff who need to have access to your personal information in order to perform their job function are authorized to access the database. Constant changes to the Internet and technology mean that we cannot guarantee that data transmission will be 100% secure, or safe from attack by unauthorized intruders. We will endeavor to take all reasonable steps to protect the personal information you may transmit to us or from our online products and services. We will also make our best efforts to ensure its security on our systems. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorized access to your personal information.

All transactions and Content are secured by 128 bit SSL encryption. SSL technology encodes information as it is being sent over the Internet, helping to ensure that the information transmitted remains confidential.

The Concentric I.T database is hosted by Microsoft Azure Cloud Services in Melbourne, Australia.

Concentric I.T will never store a credit card number on our server. Any credit card number supplied to us for billing is transacted through authorized payment services, who are compliant with PCI DSS and operating within Australia.

8. Other Disclosure By You

Suppliers, consumers, agents and resellers might provide personal information through participation in chat sessions, message boards, email exchanges or newsgroups accessed via our web site, or another service provided by Concentric I.T. This information is public and immediately available to anyone who has access to such a site; it is not private. Concentric I.T urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.

You should never reveal your login credentials to third parties. If you lose control of your login credentials, you may lose control over your personal information and may be liable for actions taken on your behalf by third parties using your login credentials and/or personal information. Therefore, if your login credentials have been compromised for any reason, you should immediately contact Concentric I.T.

If you collect personal information which you keep as part of consuming the Service provided by Concentric I.T (including email), you alone are responsible for compliance with any Privacy Act legislation in respect of that information. We take no responsibility for your dealings with personal information you collect.

9. Accessing Your Personal Information

From time to time you may need to update your personal information. We keep this information in a secure environment which you can access through the administration console using your login credentials.

In order to amend any of your personal information, you will be required to give your login credentials.

If you contact us via telephone, you will need to answer a few security questions before any personal information is revealed or amended.

10. Complaints

If you have a complaint about any aspect of our Privacy procedures, please contact our Privacy Officer on support@Concentric I.T.com.au. We will deal promptly with your complaint. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Privacy Commissioner.

11. Statement of Ownership

This is to certify that this website is owned and run by Concentric I.T