

# PRIVACY POLICY

Parashift Pty Ltd ACN 163 535 886 (referred to in this Policy as **Parashift, we, us, our**) is committed to a culture that protects privacy. We will endeavour to protect the personal information we collect, store, disclose and use. This policy outlines the way in which we manage personal information and how you can contact us if you require any further information.

In this Policy, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

This Policy is made with regard to the requirements of the *Privacy Act 1988 (Cth)* (**Privacy Act**) and accompanying Australian Privacy Principles (**APPs**). Parashift will manage personal information in a manner that is consistent with these principles as well as community expectations.

## 1. How we collect personal information

Parashift provides software products and services to organisations (including schools) to enable them to upload, collate, manage and distribute visual and documentary content effectively within their organisation (or school community). Those organisations themselves are responsible for operating the software product, and Parashift provide them with technical support services. This means that those organisations are separately responsible for collecting and handling personal information within their organisations via the software provided by Parashift – and Parashift does not generally have access to, collect or hold records of, such information.

Notwithstanding the above, from time to time Parashift may collect and hold personal information about current and prospective users of our products and services, employees, contractors, suppliers and other people with whom we come into contact.

In general, we will only collect personal information directly from the individual, for example:

- if they provide to us their information by telephone, post, e-mail or facsimile, or in person;
- if they contact us via email or submit their information through our website; and/or
- if they interact with us on any of our social media pages (e.g. Facebook).

In limited circumstances, we may collect personal information about individuals from third parties, for example:

- if their employer or spouse/partner provides us with this information for the purposes of creating or administering a user account; or

- if an organisation provides us with this information in the context of requesting our technical support services.

If you provide us with personal information about a third party, you warrant that that third party consents to us collecting and using their personal information in accordance with this Policy.

## **2. The types of personal information we collect**

As noted above, Parashift typically provides software products to organisations without collecting any personal information about individuals within those organisations. However, in limited circumstances, there may be some incidental collection of personal information where Parashift is providing technical support services to the organisation.

The types of personal information that Parashift collects about individuals will depend on their relationship and dealings with us. Such personal information may include:

- identity information (e.g. name, image or date of birth);
- contact information (e.g. address, email or telephone number);
- information about their dealings with us (e.g. records of any telephone, email or online interactions with us); and
- for job applicants or staff, your employment history, educational qualifications, reference checks, payroll information and medical information (where relevant).

## **3. How we use personal information**

In general, we will only use and disclose your personal information for the following purposes:

- to provide our products and services to you;
- to respond to enquiries and provide you with any information that you have requested;
- to obtain feedback on our products and services;
- to provide potential and current clients with news, updates and information about our products and services;
- to conduct general administrative, business and management functions;
- to provide the information to third parties (such as our agents, contractors and suppliers) for the above purposes; and
- provide that information to third parties as required by law.

Our use of your personal information may extend beyond these uses, but will be restricted to related purposes that you would reasonably expect, and for other purposes required or authorised by law.

#### **4. Overseas disclosures**

As at the date of this Policy, we are not likely to disclose personal information to any overseas recipients. If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of applicable privacy laws.

#### **5. Direct Marketing**

By providing us with your personal information you consent to us communicating directly with you to promote or offer a product or service (**Direct Marketing**). We use Direct Marketing to provide you with information about products or services that we believe you may be interested in. If you receive Direct Marketing material from us but do not wish to continue receiving it, please contact us by any of the methods set out below, asking to be removed from all future Direct Marketing programs. Once we have received your request, we will remove you from our Direct Marketing programs as soon as reasonably practicable.

#### **6. How we store personal information**

We take reasonable steps to securely store your personal information to ensure it is protected from loss, misuse or unauthorised access, disclosure, interference or modification. We store your personal information using various methods including, digitally on site and with third party storage providers. All hard copy material is secured using industry accepted methods. All digital material is secured using secure company IT systems. Any digital transfer of personal information is secured using a range of secure methods including but not limited to encryption.

We will generally keep personal information as long as we need it for our business purposes or as long as we are required by law to retain it, after which time we will destroy it.

#### **7. Cookies**

Our website ([www.parashift.com.au](http://www.parashift.com.au)) may use cookies. A cookie is a piece of information that our web server may send to your computer when you visit the website. The cookie is stored on your machine, but does not identify you or give us any information about your computer. A cookie helps us to recognise when you re-visit the website, and to optimise your experience. You may configure your web browser to refuse or disable cookies.

Our website may contain links to other websites. We are not responsible for the privacy practices, use or protection of your personal information on those other websites. We cannot warrant the privacy or security of personal information during transmission to our website.

## **8. Questions, queries or complaints**

If you have a question or complaint about our management of your personal information, you can raise it with us by:

- Emailing [contact@parashift.com.au](mailto:contact@parashift.com.au)
- Calling us on 1300 769 809; or
- Sending a letter to: Level 4, 431 King William Street, Adelaide SA 5000.

We take all complaints seriously and will respond to you within a reasonable period of time, unless we consider your complaint to be frivolous or vexatious.

## **9. Amendment**

This Policy is current as at 2 July 2020. We may amend this Policy from time to time, to ensure that we maintain the highest standards. The date of this Policy will inform you as to whether there have been updates since your last visit.