

## **Privacy Policy**

This "Privacy Policy" describes how Min-it Software ("Min-it") will try to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (together referred to as "Australian Privacy Legislation"). Min-it's Privacy Policy applies to all services we provide to our clients and prospective clients (as described in more detail in our Contract Terms and Conditions), regardless of whether these services are directly accessed through our website, any other services that refer to this Privacy Policy, such as the Conference and training events we provide and to ad-hoc contact, such as but not limited to, employment and other general enquiries. This Privacy Policy does not apply to any services or products which provide for their own privacy policy.

### **1. Why, how and what personal information we collect about you**

You can access our website without giving us any personal information about you but if you choose to contact or correspond with us in any way, some of the information that we collect about you will be "personal information". This means information and data related to you and which may be used to identify you, such as your name, address and /or email address and contact telephone or mobile number. Almost all of our services are, however, only accessible to prospective clients, clients and their employees who register for a user account with Min-it and complete and submit the information required for the registration process. In order to offer the services provided from our website or provide other information specifically required by you or where you access the site as an employee of a client, by your employer, and to track fraudulent or illegal use, all visits to our website are recorded. In doing so, we collect and store information about your visit such as:

- the domain name and Internet Protocol ("IP") address of the computer from which you accessed the internet;
- the date and time you accessed the website;
- the internet address of the website from which you linked directly to our website;
- the pages you accessed while visiting the website; and
- the software supplier and version of the browser you used together with the language(s) you use to read website pages;

through the use of websites, software and internet tracking devices such as anonymous identifiers and session variables.

In addition to the above, if you supply information to us as a prospective employee, some of the information we may collect and retain details of may be "personal information" and/or "sensitive personal information" and include

- your date of birth;
- details of your education, qualifications and training;
- membership of any union, professional or trade association;
- hobbies and other interests;
- criminal history;
- any health issues you choose to inform us of;

- the details of your current and previous employers and how long you have been or are employed by each; and
- the details of any references you supply us, including the names and addresses of your referees.

Conferences and training events, by their nature, demand we collect both personal and sensitive information. For the events we provide, we will record, for both you and that of any person you invite, your name(s), the name(s) of your employer (where applicable), the billing address details and any credit card details you supply us together with any sensitive dietary information and room booking information or preferences we need to be aware of.

## **2. How we use your personal information**

We use your personal information, where this is required, to provide our services or parts thereof (including our website) to you and generally to fulfill our contractual obligations.

In particular, we may use your personal information for any of the following purposes, provided that this is permissible under applicable law:

- to register you and to enable you to use our services or website;
- to administer our services or website (including any searches or requests for information about our products or services)
- for assessment and analysis of our market, customers, products and services, including asking you for your opinions on our products and services and carrying out customer surveys;
- to enable us to monitor, review and improve the products and services which we offer;
- for internal record keeping;
- to contact you in regard to supplying our services;
- to investigate or assist with any investigation in respect of any complaint about a privacy matter under Australian Privacy legislation;
- to consider employing you if you have provided information in an application for a position with us; and
- to review the Min-it and any third party services you may use and to recommend similar services to you.

To the extent permissible and pursuant to applicable law,

- a. we may combine the personal information that we collect about you through our services or website with information that you provide to us by other means and/or information that is publicly available that we obtain; and
- b. we may store that information together in a combined database or in separate databases, in stored emails, in stored files or printed hard copy.

We will not retain your personal information for longer than is necessary for the purposes for which it was intended or initially collected, or as required under any contract with you or by applicable law. We will delete your personal information once you inform us that you will no longer be using be using or be a user of a client

that uses our services unless and to the extent we are required to retain your personal information for legitimate reasons (e.g. due to legal requirements or if we still need your personal information to process the contractual relationship with you, such as billing or accounting) or if a deletion of your personal information would only be possible with unreasonable efforts, in which case we will lock your personal information instead of deleting it. We will not collect an excessive amount of personal information about you or any information that is not relevant to the purposes it was collected for.

## **6. Direct Marketing**

If you have contacted us in regard to enquiring about our services or we have obtained your personal information from publicly available material, provided that such use complies with applicable laws, we may use your personal information for marketing purposes, in particular to display to you or present you with advertisements and promotional materials, to inform you about our products or to conduct or provide such other information that we believe may be of interest to you, based on your use of and your interests in our services.

We will only send you any advertisement, marketing or promotional material or product information by email if you requested we do so.

You may opt out of receiving such information at any time by using the unsubscribe information on every such emailing or by contacting us (see below for details on how to contact us). If you do so, we would not remove your personal information from our database(s) to the extent that this personal information is still required by us under the terms of this Privacy Policy, to continue to provide our services to you or to ensure we do not contact you again.

## **7. Sharing of your Personal Information**

We will not share, make available, disclose or sell your personal information to any third party without your consent, except:

- i. where this is necessary in order to provide our services and includes dietary requests being passed to caterers for the purpose of a function you or another individual you invited is attending or information relating to an accommodation provider for the purpose of securing a room booking; or
- ii. if we are required to disclose your personal information in order to comply with any lawful request; or
- iii. where we provide access to our records to a potential purchaser of our business, subject to the potential purchaser signing an appropriately worded Non-Disclosure Agreement and complying with any applicable legislation; or
- iv. where we are otherwise permitted to do so by applicable law.

## **3. Security**

We are committed to ensuring that all personal information is stored securely. Our servers are located in Australia and we employ reasonable technological measures and procedures to safeguard and secure all information we collect directly or as entered by our clients using our services but we cannot guarantee that any third party supplier we provide links to have their servers based in Australia. We take all

reasonable steps to ensure your personal information is stored in a secure manner, whether in electronic or hard copy formats.

Whilst we have done and do all of this, we cannot guarantee that your personal information is secure when submitted or otherwise communicated through insecure means.

We do not supply your personal or any sensitive information we hold to any overseas recipients as part of our services.

We protect the security of your personal information by:

- using encryption, where appropriate;
- using password protection, where appropriate; and
- limiting access to your personal information (for example, only the authorised system users of our clients and us, our employees and any contractor or agent who need access to it for the purposes described in this Privacy Policy will have access to it).

However, these measures do not release you from taking appropriate steps to keep your personal information safe and secure, in particular:

- a. by avoiding obvious passwords;
- b. by changing your password regularly;
- c. by ensuring that you do not disclose your password(s) or grant any other person access to your user account and your personal information; and
- d. by ensuring that:
  - i. you do not use browsers with known security issues;
  - ii. you do not access the website from any other website that has known security issues; and
  - iii. you maintain each computing or mobile device you use to access our services is free of malware, viruses and anti-tracking cookies.

## **6. Links to external content resources**

We provide our clients with links to other Australian websites that provide services or external content resources which are outside of our control. We are not responsible for the protection and privacy of any personal information which our clients provide about any individual on other websites.

## **7. Web tracking, cookies and web beacons**

When you log into our website, we do not place a 'cookie' on your computer or mobile device but use a session variable to maintain connectivity and record your activity.

We do not exchange cookies with any third party websites or external service suppliers but they may use them. We are not responsible for any cookie they may use to provide their services.

## **8. Changes to this Privacy Policy**

Min-it may change and update this Privacy Policy from time to time. You should check our privacy policy from time to time to see if we have made any changes to it.

## **9. Accessing and correcting your personal information**

As a client, you can access, review and edit your personal information at any time by logging into your user account and visiting your user profile. Once you have access to your user profile you can review and edit any personal information you provided to us when you registered to our services or to our website. If you are an employee of a client, you should see your supervisor to access the personal details held and if necessary, have it corrected. See the help section on our website to learn more on how to access your account and how to edit your user profile or correct your personal information.

If you are a client of a client that uses our services, you should contact our client directly as it will have the information by which to identify you and the ability to correct any personal or sensitive information it may hold on you.

For other non-clients, except in limited circumstances, you are entitled to access to the personal and any sensitive information we hold about you. Before we provide you with access to your personal information, we will require proof of identity. You may do this by identifying yourself in person, by clear, scanned attachments to an email or by uploading files to a website address we may provide. On most occasions, information will be provided free of charge but if your request requires substantial effort on our part, we may charge a reasonable fee and you will be required to pay this before we release the information to you.

In some circumstances we are entitled to deny you access to your personal information. If we deny you access, we will advise you why.

## **10. How to contact us with regard to your personal information**

If you believe that Min-it Software may hold personal information about you which is inaccurate or you want to change or update any of the personal information you have provided to us, please contact us by using [this](#) web form or by email at [enquiry@min-it.net](mailto:enquiry@min-it.net) and we will take reasonable steps to ensure it is corrected.

## **11. Contacting us**

Should you have any questions or concerns about this privacy policy, wish to make a complaint or alert us to a potential breach of your privacy, please use [this](#) web form on our website or contact our Privacy Officer using the details shown below.

We will contact you within a reasonable time after receipt of your question(s) or complaint to discuss or act on any concern. For any complaint, our aim is to ensure that it is resolved as quickly and appropriately as is possible. You may contact our Privacy Officer at:

Min-it Software  
Att: Privacy Officer  
PO Box 1367  
Sunnybank Hills QLD 4109  
Phone: (07) 3038 3044  
Fax: (07) 3870 0813  
E-mail: [enquiry@min-it.net](mailto:enquiry@min-it.net)