

Ignite Systems Privacy Policy (services)

Last updated: 1 November 2021

Commitment

Ignite Systems is committed to providing quality services and this policy outlines our ongoing obligations in respect of how we manage Personal Information related to the provision of those services.

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 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.oaic.gov.au.

This Privacy Policy applies to all business conducted by Ignite Systems in Australia.

What is Personal Information and Sensitive Information?

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

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.

Collecting information

Ignite Systems collects Personal Information in various ways, such as contract documents, email, phone calls, or personal meetings, and from publicly available sources, including the Internet. We collect Personal Information for the primary purpose of providing our services to our clients, providing information to our clients, and marketing.

Ignite Systems will not collect Sensitive Information without the consent of the individual, unless required by law.

Use of information

Ignite Systems may use Personal Information that we collect for the following purposes:

- Corresponding with you in connection with a service contract;
- To fulfil client requests;
- To support products or services obtained from us; and
- For marketing purposes, where we have received consent to such use expressly or otherwise.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained;
- For a secondary purpose that is directly related to the primary purpose; and
- With your consent; or where required or authorised by law.

Sharing information

From time to time, we may share Personal Information with any of our affiliated entities involved in the provision of our services to clients. We may also disclose Personal Information to third parties:

- To provide equipment, software or services in fulfilment of, or otherwise to fulfil, our contractual obligations;
- If the third party contracts with us to provide certain services you have requested and needs Personal Information to do so;
- For marketing purposes, but only in accordance with this policy;
- If we propose to sell our business - we may disclose Personal Information to the prospective buyer;
- If our business is acquired by a third party, the Personal Information held by Ignite Systems will be one of the transferred assets; or
- If we are under a duty to disclose or share Personal Information in order to comply with any legal obligation; or to protect the rights, property, or safety of Ignite Systems, our customers, or others.

Ignite Systems will only use third-party service providers who:

- Are bound to maintain appropriate levels of data protection, security and confidentiality; and
- Comply with any applicable legal requirements for transferring personal data outside the jurisdiction in which it was originally collected.

Disclosure of information to persons overseas

It is unlikely that we will disclose Personal Information to third parties outside Australia. If, in the course of providing services to you, it becomes clear that we will disclose your Personal Information to third parties outside Australia, Ignite Systems will use reasonable steps to gain your express permission to do so, prior to disclosing that Personal Information.

Retention of information

Unless otherwise set out in this privacy policy, any Personal Information held by Ignite Systems will be retained by us until we no longer need it for the purposes for which it was collected, as set out in this privacy policy. Factors considered when deciding to retain Personal Information include:

- Whether we are required by law to keep the information;
- Whether consent has been withdrawn;
- Whether a contract is still current; and
- The likelihood of us needing the information for the purposes of dealing with a claim.

Ignite Systems will review and where appropriate delete or destroy Personal Information on a regular basis.

Quality of Personal Information

Ignite Systems will take reasonable steps to make sure that Personal Information we hold is accurate, complete, and up-to-date.

Access and correction

On request from a client or individual, Ignite Systems will advise what type of Personal Information we hold, for what purposes, and how we collect, hold, use, and disclose that information.

On request from a client or individual, Ignite Systems will provide access to their Personal Information, for the purpose of review and correction, unless we need to decline the request for access or correction on grounds permitted by law.

Changes to this policy

This Policy is made available on the Ignite Systems website at <http://www.ignite.com.au/privacy>. It may change from time to time and when this occurs a copy of the revised policy will be made available via the website.

Contact

If you have any requests, complaints, or queries relating to this policy, or Personal Information held by Ignite Systems, please contact us by emailing: admin@ignite.com.au