



GUARDHOUSE

PRIVACY POLICY

Updated November 07, 2022

1. OUR COMMITMENT TO YOUR PRIVACY

- 1.1 Under the *Privacy Act 1988* (Cth) ("**Privacy Act**") and the Australian Privacy Principles, Guardhouse has obligations in respect to the collection, storage and use of Personal Information.
- 1.2 Guardhouse is committed to protecting the privacy of:
 - (a) our clients and customers who require/use our services;
 - (b) people who access our website, software; and
 - (b) any other person who provides us with personal information in the course of our business.
- 1.3 By providing any personal information to Guardhouse, you expressly represent and warrant to Guardhouse that you accept this Privacy Policy.
- 1.4 More information on your rights under Australian law and a copy of the Australian Privacy Principles are available from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.
- 1.5 If you have any questions, concerns or complaints about Guardhouse's handling of your personal information or this Privacy Policy, please contact info@guardhousehq.com.

2. WHAT IS PERSONAL INFORMATION AND HOW DOES GUARDHOUSE COLLECT AND USE IT?

- 2.1 Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, date of birth, addresses, email addresses, phone and facsimile numbers, credit card numbers and licence number.
- 2.2 Guardhouse may also collect Personal Information directly from you in circumstances where you make direct contact with us by telephone, in writing or via our application. Guardhouse will only use Personal Information collected in this manner for the purpose of communicating with you or otherwise in accordance with the purpose for which you provided your Personal Information.
- 2.3 Guardhouse requires this information to understand your needs and provide you with a better service, and in particular the following reasons:

- (a) to provide our services to you.
- (b) internal record keeping, including tracking of accounting and analytics.
- (c) we may use the information to customize the application according to your interests.

3. SENSITIVE INFORMATION

3.1 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.

3.2 Sensitive Information will be used by us only:

- (a) for the primary purpose for which it was obtained.
- (b) for a secondary purpose that is directly related to the primary purpose.
- (c) with your consent or where required or authorised by law.

4. THIRD PARTIES

4.1 Guardhouse is not responsible or liable for the handling, use or disclosure of an Personal Information collected by a third party (including information collecting through a Third Party Website) and to the extent permitted by law Guardhouse disclaims any liability resulting from the third party's failure to handle, use and disclose your personal information in accordance with the Privacy Act.

5. DISLCOSURE OF PERSONAL INFORMATION

5.1 Your Personal Information may be disclosed in a number of circumstances including the following:

- (a) Third Parties where you consent to the use or disclosure; and
- (b) Where required or authorised by law.

6. ACCESS TO THE PERSONAL INFORMATION WE HOLD ABOUT YOU

6.1 You may request details of Personal Information which we hold about you. If you would like a copy of the information held on you please email us at info@guardhousehq.com.

6.2 If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at info@guardhousehq.com. We will promptly correct any information found to be incorrect.

6.3 Guardhouse will not charge any fee for your access request.

6.4 In order to protect your Personal Information we may require identification from you before releasing the requested information.

7. MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

7.1 It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality service to you.

8. COOKIES

- 8.1 You agree that Cookies may be used by us to collect information including IP addresses about people from our Website. There are many aspects of the Website which can be viewed without providing personal information, however, for access to future Guardhouse customer support features you are required to submit personally identifiable information. Cookies allow us determine who has seen particular pages on the Website and how frequently. This can help us to identify your preferences and allow us to recommend content we believe you'd be most interested in or would be most relevant to you.
- 8.2 For each visitor to reach the Website, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Website, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this Website.
- 8.3 From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use data collected from the time of the policy change for these new purposes only.

9. AMENDMENT OF THIS POLICY

- 9.1 Guardhouse reserves the right at its sole discretion and at any time to amend this Privacy Policy.
- 9.2 Any amendment to this Privacy Policy will have immediate effect from the time that it is published by Guardhouse. Guardhouse will use its best endeavors to draw your attention to any amendments to the Privacy Policy (for example by email or y way of notice when you log in to your account). By continuing to use the application you are taken to have accepted the amended and most current Privacy Policy.

10. PRIVACY POLICY COMPLAINTS AND ENQUIRIES

- 10.1 If you have any queries or complaints about our Privacy Policy, please contact us at:

(a)

Phone: 0480 032 209

Email: info@guardhousehq.com

Location: 2/22 Delhi Road, North Ryde NSW 2113