



Privacy Policy

Updated May 20, 2021

Guardhouse (the “**Service**”) is a hosted web application developed and maintained by Guardhouse Pty Ltd, doing business as "Guardhouse". This Privacy Policy explains the collection and use of information and data across the Service.

Guardhouse respects your right to privacy. All information collected by Guardhouse is used to improve the experience and quality of the Service.

General

We collect the e-mail addresses of those who communicate with us via e-mail, aggregate information on what pages consumers access or visit, and information volunteered by the consumer (such as survey information and/or site registrations).

The information we collect is used to improve the content of our Web pages and the quality of our service, and is not shared with or sold to other organizations for commercial purposes, except to provide products or services you’ve requested, when we have your permission, or under the following circumstances:

- It is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Terms of Service, or as otherwise required by law.
- We transfer information about you if Guardhouse Proprietary Limited or Guardhouse is acquired by or merged with another company. In this event, Guardhouse will notify you before information about you is transferred and becomes subject to a different privacy policy.

User Information

When you register for Guardhouse we ask for information such as your name, company name and email address. Guardhouse Proprietary Limited uses collected information for the following general purposes: products and services provision, billing, identification and authentication, services improvement, contact, and research.

Cookies

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a web site's computers and stored on your computer's hard drive.

Cookies are required to use the Guardhouse service.

We use cookies to record current session information, but do not use permanent cookies. You are required to log-in to the Guardhouse site after a certain period of time has elapsed to protect you against others accidentally accessing your account contents.

Data Storage

Guardhouse uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run Guardhouse. Guardhouse Proprietary Limited owns the code, databases, and all rights to the Guardhouse application, you retain all rights to your data.

Disclosure

Guardhouse may disclose personally identifiable information under special circumstances, such as to comply with subpoenas or when your actions violate the Terms of Service.

Security

Guardhouse is hosted at Microsoft Azure (<https://azure.microsoft.com>), Microsoft's premium cloud hosting provider. For more information on their servers and security, please see <https://azure.microsoft.com/en-us/support/trust-center/security/>.

Changes

Guardhouse reserves the right to update this policy at any time without prior notice. Any significant changes to this policy will be sent out to the primary account owners registered email address.

Information for EU Residents Security

The data controller is Guardhouse Pty Ltd ACN 629 088 795, 22 Delhi Road, Macquarie Park, New South Wales 2113.

Our representative in the EU is:
Maetzler Rechtsanwalts GmbH & Co KG
Schellinggasse 3/10, 1010 Vienna
AUSTRIA

for the representation in the EU according to Art 27 GDPR.

Privacy-related questions can be directed to info@guardhousehq.com.

You are not legally required to provide Guardhouse with the personal information described in this Privacy Policy. Further, the contractual relationship that You might have entered into with Guardhouse by using the service does not imply any obligation to provide Your personal information. However, You might not be able to use Our Service to the full extent if You do not provide Us with certain personal information or object to the use of this personal information.

Our Legal Basis for Processing

When processing Your personal information, Guardhouse relies on the General Data Protection Regulation ("GDPR"), an EU-wide legal framework for the standardisation of data protection. Guardhouse primarily processes data as a controller, for the purposes explained in the paragraphs above under "General" and "User Information" of this Privacy Policy. These purposes represent Our legitimate interests for the purposes of Article 6 (1) f) GDPR. At the same time, some of the personal information Guardhouse processes is necessary for Us to perform a contract with You or in order to take steps at Your request prior to entering into a contract with You. For example, if You express Your interest in purchasing Our Service and use the Contact Form on Our website, Guardhouse will process the personal information submitted to comply with Your request. This may include sharing Your personal information with a subsidiary of Guardhouse or an authorised distributor or partner. In addition, Guardhouse is legally obliged to provide certain information to criminal prosecution or tax authorities in individual cases upon request. In these cases, the legal basis for the processing is either legal requirements (Article 6 (1) c) GDPR) or reasons of public interest (Article 6 (1) e) GDPR).

Transferring Your Data Outside the EU or the European Economic Area (EEA)

Guardhouse's principal place of business is in Australia, which is a "Third Country" under the GDPR. Third Countries are generally not considered to afford

the same level of protection that You enjoy in the EU, but Guardhouse still provides an adequate level of protection for Your personal information – decision 2002/2/EC of the EU Commission states that Australia is deemed to provide an adequate level of data protection regarding commercial organisations such as Guardhouse.

User Profiles. We may use Your personal information for “Profiling“. This means that Guardhouse may use Your personal information to make tailored offers based on Your previous behaviour as well as to serve You personalised ads. However, Guardhouse will never process and analyse Your personal information in the context of Profiling in a way would lead to an automated decision that has a legal effect on You or significantly impairs You in a similar way.

Your Rights regarding the Processing of Your Personal Information

As a natural person, You have certain rights as a “Data Subject“. You can assert the following rights against Us under the GDPR:

- Your right to information and access under Article 15 GDPR,
- Your right to correction under Article 16 GDPR,
- Your right to erasure under Article 17 GDPR,
- Your right to restriction of processing under Article 18 GDPR, and
- Your right to data transferability under Article 20 GDPR.

In addition, You have a right of objection to the competent data protection supervisory authority under Article 77 GDPR, but only with respect to the data processing We conduct on Our own behalf, as a controller. If Guardhouse acts as a processor of Your data for a third party, You must refer to the entity acting as controller to assert this right.

Information about Your Right of Objection under Article 21 GDPR

1. The right of objection in individual cases. In addition to the rights already mentioned, You have the right, for reasons arising from Your particular situation, to object at any time to the processing of personal information relating to You, which is processed on the basis of Article 6 (1) e) GDPR (data processing in the public interest) and Article 6 (1) f) GDPR (data processing on the basis of a balance of interests); this also applies to profiling based on this provision within the meaning of Article 4 (4) GDPR. If You file an objection, Guardhouse will no longer process Your personal information unless Guardhouse can prove compelling grounds for the processing that outweigh Your interests, rights and freedoms or the processing serves to assert, exercise, or defend legal claims.

Please also note that if Guardhouse terminates the processing due to Your objection, the Service may no longer be available to You or only to a limited extent.

2. The right to object to the processing of data for advertising purposes. You also have the right to object at any time to the processing of Your personal information for the purpose of direct marketing, including any subscription to Our newsletters or personalised ads. This also applies to Profiling, insofar as it is associated with such direct marketing. If You object, Guardhouse will no longer process Your personal information in the future.

Questions

Any questions or objections about this Privacy Policy can be made form-free and should be addressed to info@guardhousehq.com or by mail at:

Guardhouse 2/22
Delhi Rd
North Ryde, NSW 2113