



Privacy Policy

Click on one of the links below to jump to the listed section:

[Background and overview](#)

[Our commitment](#)

[Personal information](#)

[Cookies](#)

[Sensitive information](#)

[Marketing](#)

[Disclosure](#)

[Third party use of information](#)

[Security and retention](#)

[Your information protection rights](#)

Background and overview

We create software that takes the form of applications, tools, visual aids and business listings to be used via our website www.situsystems.com (*Website*) that allows individual consumers (*Consumers*) to:

- visualise and purchase consumer products offered for sale by third party builders, retailers, suppliers and manufacturers that have engaged us to provide them with our Software and Services (*Partner*); and

- search business listings.

(*Software*)

We provide services to create 2D and/or 3D models of products produced and sold by builders, suppliers and manufacturers (including for builders – homes and for suppliers and manufacturers – furniture and/or appliances) to be compatible with, and to appear on, our Software, as well as advertising services to advertise the services of service providers to Consumers (*Services*).

Our Software, Services and/or Website are accessible via a phone, tablet, PC or MAC and virtual reality hardware.

We collect personal information (as defined in the Privacy Act 1988 (Cth)) and may collect personal data (as defined in the European Union General Data Protection Regulation (GDPR)) (collectively for the purposes of this privacy policy “personal information”) relating to Partners and their representatives (such as officers or employees) and Consumers (where relevant). Information is collected by us via our Software and Website.

Our commitment

We recognise the importance of protecting and maintaining the personal information we collect. Any personal information that we collect or hold will only be used for the purposes for which we have collected it, or as allowed by law. We will take all reasonable steps to protect the personal information we collect from unauthorised access, misuse, loss and unauthorised disclosure or modification.

We are committed to providing Partners and Consumers with the highest quality professional service while protecting the privacy of the information we collect and abiding by the Privacy Act 1988 (Cth), the Australian Privacy Principles established under Australian law and the GDPR.

This policy outlines how we collect, use, store and deal with the personal information we collect. By using our Software, Services and/or Website, you consent to the practices outlined in this policy.

Personal information

We and our internet service provider may collect personal information (including an opinion) when Partners and Consumers use our Software, Website and interact with our social media pages including:

- contact information – such as your name, geographical location, email address, work address, home address, telephone number, your internet browser's and device's characteristics such as your IP address, access device ID, transaction ID, browser type and any referring URLs;
- demographic information – such as your age, date of birth, gender, preferences and interests; and

- site information – personal information you provide to our site and dates and times of site visits.

We collect personal information directly and indirectly from you when you make an account with us, make enquiries with us regarding our Software or Services, contact us to resolve technical issues, from third parties and through running competitions.

Cookies

We use cookies (a small text file) on our Website and some third party websites (for example, some builder websites) to collect information. In doing so, we may place a cookie on any computer or device you use to access our Website or such third party website. Cookies enable us to provide you with a more personalised and easier to use experience when using our Website or such third party website. When you revisit our Website such third party website, cookies will enable us to recognise you as a previous visitor.

Sensitive information

We do not collect sensitive information (as defined in the Privacy Act 1988 (Cth)) and special categories of information (as defined in the GDPR) (collectively for the purposes of this privacy policy "sensitive information"). However, if you provide us with unsolicited sensitive information, then we may retain it. Sensitive information includes any information about your racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or union, sexual preferences or practices, criminal record, or health information.

How do we use your information?

We use the information we collect to:

- allow access to, and use of, our Software, Services and Website;
- personalise your experience on our Software, and Website;
- manage your account;
- process your order with us (for *Partners*);
- process your order with Partners (for *Consumers*);
- respond to and communicate with you about your requests, questions and comments;
- determine which areas and features are most popular, and to make improvements, updates to our Services, Software or Website (including market and consumer research and trend analysis) and how we may tailor our Software, Services and Website to better meet the needs of our users;
- help diagnose technical and service problems;
- operate and improve our business, for statistical and security purposes, analysing and enhancing our Software, Services and Website, data analytics, developing new Software, Services and features of the Website, running surveys and competitions, managing our business (including the processing of employment applications) and marketing; and

- provide our Software, Services and Website to you or by third parties (and not for them to use it for any other purpose) where you consent to this disclosure or where we are obliged to do so by law.

We do not use any automated decision-making system (eg: for profiling) with respect to any personal information or sensitive information we receive.

Unless we provide you with specific notice, we will not use or disclose your personal information or sensitive information other than for the primary purpose for which it is collected, unless you would reasonably expect us to use or disclose the information for a secondary purpose or your consent has been collected to use the information for additional purposes. In using your information, we may transfer your information overseas.

If you are a Consumer, you may choose not to provide us with your personal information or sensitive information. There is no statutory or contractual requirement to do so. If you are a Partner, you are not required by statute to provide us with your personal information or sensitive information. However, to allow us to provide you with access to the Software or Services, we may require you to disclose some personal information to us. Failing to provide all required personal information may impact the provision or quality of the Software and/or Services we provide you.

Marketing

We may send you information and communications about our Software and Services that we consider may be of interest to you. We may send this in various forms, including mail, SMS, fax, email plus publicly and privately via social media, in accordance with applicable laws, such as the Spam Act 2003. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

In addition, at any time you may opt-out of receiving marketing communications from us by contacting us by email or by using opt-out facilities provided in the marketing communications. Please understand that if you opt out of receiving promotional correspondence from us, we may still contact you in connection with your relationship, activities, transactions and communications with us.

We may create anonymous data records from your personal information by completely excluding information (such as your name) that makes the data personally identifiable to you. Typically, we use this anonymous data to analyse request and usage patterns so that we may enhance the content of our services and improve functionality. We may use anonymous data for any purpose and disclose anonymous data to third parties at our sole discretion.

Disclosure

We will not disclose personal information or sensitive information unless it is necessary for us to conduct our business with you. While we will not require you to provide us with sensitive information, if you elect to provide us with unsolicited sensitive information, it may be retained.

We do not sell, rent or lease our customer lists to third parties. However, from time to time, we may contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (name, address, email, telephone number) is not disclosed to the third party.

You agree that in addition to the uses of your personal information and sensitive information described above, we may disclose such information otherwise as required by law.

Third party use of information

If, as a Consumer, you disclosed information to a Partner in the online checkout process through the website of a Partner (or under any other circumstance to that Partner), your personal information may be collected, retained and used by the Partner. The collection, retention and use of your personal information by a Partner will be governed by the particular Partner's privacy policy. It is your responsibility to review the privacy policy of any such Partner.

If, as a Partner you disclosed information to any third party whose website upon which our Software is hosted, your personal information may be collected, retained and used by such a third party. The collection, retention and use of your personal information by any third party will be governed by the particular third party's privacy policy. It is your responsibility to review the privacy policy of any such third party.

Our Software, Services and Website may also contain links to third parties' websites, including social media applications. Those other websites are not subject to our privacy policy and procedures. You will need to review those sites to view a copy of their privacy policy.

Such third-party sites may collect and use information regarding your use of our Software, Services or Website. Any personal information that you provide through third-party websites may be collected and used by other members of that medium and such interactions will be governed by their privacy policies. We do not have control over, or responsibility for, them or their use of your information.

Security and retention

We hold your information in electronic form. Your information may be stored by our domain host, email provider and/or backup service provider. These may be located overseas. Your information may also be stored locally on laptops and/or mobile phones.

We have put in place reasonable physical, electronic and management controls to keep information that we collect secure and protected from unauthorised disclosure or other access, misuse, interference and loss. Due to the open nature of the Internet, the risks associated with storage and transmission of information electronically cannot be eliminated. We cannot guarantee that all information will be free from unauthorised access by third parties and your use of our Software, Services and Website acknowledges your assumption of this risk.

Information that we collect is stored on a Microsoft Azure cloud and internal servers involving the use of encrypted database connections. The Microsoft Azure cloud and our internal servers are located in Australia. You will need to review [Microsoft's website](#) to view a copy of their privacy policy and any applicable terms and conditions that may apply from time to time.

We may disclose personal information in our communications internally and also externally with Partners, including our suppliers and business associates from time to time to allow us to provide our Software, Services or Website to you. We will not disclose your sensitive information as we do not require it. These communications occur through the use of communications platforms including [Outlook](#), [ClickUp](#) and [Microsoft Teams](#). You will need to review their respective privacy policies on their websites regarding their storage and retention of information. We do not have any control over how such information is stored or retained and will use our best endeavours to ensure that our disclosure of any personal information through such platforms is kept to the minimum required for us to satisfactorily provide our Software, Services and Website.

We collect, but do not store, credit card information. Credit card information is stored by Stripe (www.stripe.com). You will need to review Stripe's website to view a copy of their privacy policy and terms and conditions.

We will retain your personal information and sensitive information for as long is necessary to fulfil the purpose for which it was collected, including for satisfying any legal, accounting or reporting requirements or to comply with our data retention practices or until such time as you request that we delete it. When we no longer require any of your personal information and sensitive information, it is de-identified. When we delete your personal information and sensitive information, we irretrievably destroy the information from the Microsoft Azure cloud, along with any electronic files containing your personal information or sensitive information on our hardware.

In the event of a notifiable data breach, we will notify you and the Office of the Australian Information Commissioner in accordance with the terms of our Data Breach Preparation and Response Plan (as amended from time to time).

Your information protection rights

We would like to make sure that you are fully aware of all of your information protection rights. You are entitled to the following:

The right to access: You may request copies of the personal information or sensitive information we possess relating to you. We may charge you a small fee for this service.

The right to rectification: You may request that we correct any personal information or sensitive information you believe is inaccurate, or that we complete information that you believe is incomplete.

The right to deletion: You may request that we delete your personal information or sensitive information, under certain conditions.

The right to restrict processing: You may request that we restrict our processing of your personal information or sensitive information, under certain conditions.

The right to object to processing: You may object to our processing of your personal information or sensitive information, under certain conditions.

The right to information portability: You may request that we transfer your personal information or sensitive information that we have collected to another organisation, or directly to you, under certain conditions.

Please note that exercising any of the rights above may impact our ability to deliver our Software, Services or Website to you.

Depending on the type of request that you make, we may respond to your request immediately. Usually, we respond within 14 days of receiving your request. We may need to contact others to properly investigate your request, but in any event will respond to you within 30 days.

If we decline to correct your personal information or sensitive information, we will provide you with our reasons for not doing so.

If you believe that we have breached our obligations, or wish to contact us regarding this privacy policy, please contact our Privacy Officer in writing at:

Alistair Doulin, PO Box 475 Mount Martha 3934
0419 266 366 | privacy@situsystems.com

If you are not satisfied with our response, you may raise your complaint with the Office of the Australian Information Commissioner (enquiries@oaic.gov.au) or the Information Commissioner's Office in the European Union.

This policy may be updated periodically. We will post a notice on our site to advise any significant changes to our policy. This privacy policy was last updated in July 2022.

Date of this policy: 14 July 2022 | Version: 1