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PRO Software Pty Ltd

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PRO Software Pty Ltd

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Overview

This policy sets out Pro Software's position on Privacy.

Pro Software Pty Ltd ("**Pro Software**") respects the privacy of every individual and is committed to protecting the personal data it collects in accordance with the principles set out in this Policy.

SCOPE

Pro Software is committed to protecting your privacy, and maintains all personal information in accordance with the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000 which took effect on 21 December 2001.

This Privacy Policy ("Policy") outlines how Pro Software manages the collection, use, disclosure and handling of, or otherwise processes the personal data of its customers, the personnel of customers, visitors to Pro Software websites or premises, Pro Software's employees and contractors, a contact at one of Pro Software's suppliers or other business partners, and others with whom Pro Software deals with in accordance with these legal requirements.

Unless otherwise stated, Pro Software Pty Ltd is the data controller for personal data we collect from you or you provide to us.

The Information we collect

Pro Software only collects the information necessary for us to do business with you. All of the information we hold has been either knowingly offered to us by you or can be found on the public record (eg: telephone directories, government and professional websites, ASX etc).

When you visit our website some information is automatically collected relating to your server address, domain name, date and time of visit, pages viewed and information downloaded. We only aggregate this non-personal information and no details are passed on to any external company or 3rd party. The collection of this information allows us to serve you better by building a better website to in turn improve communication with you.

Provision of customer support

As stated above we record information so that only those clients eligible for support can access it. During the process of providing support, our Customer Support Team need to record the details of client issues in order to resolve them and this information is retained so that we can serve you even better the next time you contact us. In some circumstances we may require access to your system or database. This access is strictly controlled. Any data acquired at the time is deleted or destroyed immediately once the issue is resolved.

Access to secure areas of our website

Clients are able to access many useful services through secure areas of our website and many more are being planned. If any part of our website requires a login, we keep your password and user name details confidential to ensure that your privacy rights are protected.

We do not sell or market your details to any third party. In some circumstances we may need to divulge some information about you to a third party, such as the use of an outside network technician to assist with a support query. This will not be done without your prior consent.

Our website may contain links to other websites that are not owned, operated or endorsed by us. We are not responsible for the privacy practices of those websites, or for the content, product or services provided by, or contained on, those websites.

Data access and accuracy

Pro Software takes all reasonable steps to ensure the accuracy of your information. Each time you or a third party provides us with information, we may update your details in our secure database. If you have questions about the accuracy of your details, our usage of them or any other privacy query, please contact our Data Compliance Officer.

Security

Pro Software takes all reasonable steps to ensure the security of your information at all times. Personal data is principally held in an electronic database which is maintained within Pro Software's secure computer network. Pro Software maintains appropriate administrative, technical and physical safeguards designed to protect the personal data you provide against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Please see further below.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential.

We ask you not to share a password with anyone. Your personal data will be processed in accordance with our data security policies. We will maintain data security by protecting the confidentiality, integrity and availability of the personal data we hold.

We have differing levels of access for staff depending on the nature of the information stored. All soft and hard copies of data are kept in secure locations and our staff are trained in the proper use and protection of data.

Openness

In addition to this document, all Pro Software staff has been made aware of the principles related to the Pro Software Privacy Policy.

Disposal

Information or data which is no longer needed is either deleted or permanently de-identified if electronic or shredded if in paper form.

Breaches of this Policy

All suspected breaches will be investigated and appropriate disciplinary and remedial action taken. Employees who do not strictly comply with this Policy will face disciplinary action, including counselling, formal warnings and or dismissal.

Variations to this policy

The information contained here is current at the time of publication and is therefore subject to revision based on any legislation or regulations subsequently issued. Any subsequent revisions will be posted on our website/s.

<https://www.pro-soft.com.au>

or

<https://www.tcpro.com.au>

Further Information

If you would like to gain access to your personal data, or if you wish to voice your concern on any matter to do with either this policy or use of your personal data, please contact the **Data Compliance Officer** listed below:

Data Compliance Officer at:

Pro Software Pty Ltd
Shop 4, 2-4 Melaleuca Street
Kuluin QLD 4558

compliance@pro-soft.com.au