



DATA PRIVACY

epikon

CUSTOMER COMMUNICATIONS

Introduction

This Privacy Policy applies to our company (“us” or “we”) and it explains how we collect, use and disclose information about our customers and their clients in accordance with the Australian Privacy Principles (APP) and the requirements of the Privacy Act 1988 (Cth) in all activities involving the collection, use, disclosure and handling of personal information.

Personal Information

This Privacy Policy applies to information which identifies you, or from which you can reasonably be identified, such as your full name or name and postal address, email addresses, mobile phone numbers, bank and customer account details, website activity and other information relevant to the communication they require (“personal information”) and describes how we handle the personal information we collect when we provide our services.

We will only collect personal information by lawful and fair means and not in an unreasonably intrusive way. We can also receive information directly from our clients’ customers at our client’s request. We also hold contact information of employees of our clients including names, addresses, email addresses and phone numbers.

This Privacy Policy does not apply to personal information collected by any third parties.

How we use and disclosure your information

We will not use personal information concerning an individual for a purpose other than the primary purpose for which it was intended.

We use the personal information we collect to provide our services to you. As part of our service to you we may use your personal information:

- to fulfill administrative functions associated with these services (for example billing, credit and account management);
- to enter into contracts with you or third parties;
- to measure and improve our services and their individual features;
- for other marketing and customer relationship purposes;
- to provide you with customer support;
- to contact you; and
- to respond to your enquiries.

We may provide personal information to third parties who are engaged with us to assist in the provision of client communications and services including email, SMS and video platforms as well as organisations that participate in payment systems, including merchants and payment organisations.

We may also remove certain information or alter the information we collect about you so you can no longer be identified from that information. We do this so that we can use it or disclose it to third parties for other purposes.

If we sell all or part of our business or assets, we may disclose your information to the party or parties involved in the sale transaction. We may also do this if we are involved in a merger or transfer of all or a material part of its business. We may disclose your information prior to the sale, transfer or merger so that the party or parties involved can consider the transaction and complete any due diligence.

We may also provide information to authorities where required to do so by law.

How we protect your information

We use reasonable measures to safeguard the personal information we hold about you from loss, theft and unauthorised use, disclosure or modification, in the following ways.

System security

We take reasonable steps to prevent unauthorised access to our online and computerised systems by using measures such as firewalls, data encryption, virus detection methods, and password restricted access.

Property security

At our business premises, we may engage security personnel and use ID cards to restrict access to those premises.

Staff training

We train our staff to handle your information in accordance with this Privacy Policy and applicable privacy laws.

Third parties

We take reasonable steps to ensure that third parties who store or assist us to store your personal information adopt appropriate security measures.

How you can access and update your information

If you would like to access, review, correct or update your personal information, you may contact us. When you contact us, please provide your name and contact details (including your email address, address, and telephone number) and specify clearly what information you would like to access, review, correct or update. We will need to share your information with others who can help us respond to your request. We will try to respond to your request as soon as reasonably practicable. If we refuse your request we will generally tell you why.

If we are not the primary point of collection of the personal information that you are seeking to access or update, you should contact the customer that provided your information to us. In either case, we will assist you if you require help. Our contact details are below.

Other important information for you

Updates to Privacy Policy

We may modify this Privacy Policy at any time. The date at the top of this Privacy Policy tells you when it was last updated. Any changes to this Privacy Policy become effective when we publish it online. If you do not agree with changes to this Privacy Policy, you may be able to terminate your account with us.

Location of Data

Some of our services are hosted in and managed outside of Australia, including in the United Kingdom, the United States of America and Singapore. In dealing with us, you consent to this practice and understand that your personal information may be accessible from or transmitted outside Australia.

Sensitive Information

We ask that you not provide us with any sensitive information (such as information about your racial or ethnic origin, religious or other beliefs, health, criminal background or trade union membership) when acquiring goods or services from us or otherwise. If you do provide us with any sensitive information, you consent to us collecting and handling that information in accordance with this Privacy Policy.

How you can contact us

If you have questions about this Privacy Policy, please contact us at:

t 03 9843 0800

m 68 Lexton Road, Box Hill North VIC 3129

e enquiry@epikon.com.au