



# Axios Privacy Policy

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# Axios Privacy Policy

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This privacy policy describes how Axios IT Pty Ltd (ACN 94 114 708 753) (“Axios”, “our”, “we” or “us”) collects and uses personal information.

Axios will endeavour to comply with the Privacy Act (1988) (Cth) and the Australian Privacy Principles (“APPs”) with regards to the collection, storage and use of personal information at all times.

Axios will review and modify this policy from time to time. The most up to date version of this policy will be published on our website [axiosdev.com.au](https://axiosdev.com.au) with the applicable revision date, or a copy can be obtained on request. We may also supplement this privacy policy with additional privacy terms or notices for our various websites, applications or services (“IT Services”).

This privacy policy does not apply to third party websites, applications or services, including where we provide a link to access such websites, applications or services. We recommend you review the third party’s privacy policy before disclosing any personal information.

## Collection

We may collect personal information in the following ways:

- directly from you;
- through your input of personal information into our IT Services;
- automatically through your use of our IT Services;
- where we collect sample or diagnostic data for the purposes of testing and supporting your systems or software, and that data contains personal information; and
- through third parties where as part of our business service arrangement they provide personal information about you either directly or indirectly by allowing us access to such information.

## Collection through our IT Services

We may automatically collect personal information when you use our IT Services through the use of cookies, web beacons or similar technologies.

These technologies may provide us with information about:

- your use of our IT Services including information about your communications with our IT Services;
- your operating system;
- the domain name of your internet service provider;
- your approximate location;
- the web browser you use;
- your screen resolution; and
- any other information reported to us by your browser.

## Third party information

We may collect personal information about third parties from you in the following ways:

- directly from you;
- through your input of personal information of a third party into our IT Services;
- where we collect sample or diagnostic data for the purposes of testing and supporting your systems or software, and that data contains personal information of a third party.

You are responsible for complying with your obligations under the Privacy Act (1988) (Cth) and the APPs, including notifying third parties if required under the APPs.

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You warrant that you will obtain consent from any such third parties before providing us (either directly or indirectly by allowing access) with any third party information. This consent must allow us to use the personal information of the third party in accordance with this policy.

You must notify us if you become aware that any third party information, which you have provided to us, becomes out of date, is inaccurate or incomplete, or if that party withdraws its consent for their information to be accessed or used by either you or us.

You must also notify us if any personal information you provide (including third-party information) constitutes sensitive or medical information under the APPs, relates to children, or if the disclosure of such information as a result of a data breach might cause serious harm and you must work with Axios to ensure that any additional security procedures or de-identification required are properly implemented.

## Using and accessing information

We primarily use and access personal information to carry out our business services for our customers.

We additionally use and access personal information to respond to complaints or enquiries and to investigate possible breaches of our terms and conditions or other agreements we have with you. We may also maintain records which contain personal information for risk management and compliance purposes.

We may also use and access information to better understand your needs, improve our products and services and market our products and services to you.

## Sharing or disclosing information

We may disclose personal information:

- to our associated entities, contractors, services providers or other third parties who assist in providing our business services;
- to credit reporting agencies where clients seek payment terms or fail to pay for products or services;
- to our professional and legal advisers; and
- to courts, tribunals, regulatory authorities, or law enforcement officers as required by law or in connection with any legal proceedings including prospective legal proceedings.

By providing us with personal information, you consent to this disclosure.

## Transmission of data

Any information input into our IT Services may be transmitted via the internet. While our IT Services are professionally hosted and operate in a secure environment, you should be aware that there remain inherent risks associated with the transmission and exchange of information through the internet. We will take reasonable steps to preserve the security of your information but do not warrant transmissions or exchanges of your information over the internet will be secure.

## Cross-border transfer of data

Axios primarily hosts its IT Services in Australia, however, from time to time may use cloud hosted servers that may not reside in Australia. By providing us with personal information, you consent to this cross-border transfer of data.

## Security

We have procedures in place to ensure that personal information is safeguarded and to help prevent any misuse, unauthorised access, interference, loss or disclosure. These procedures include suitable physical, electronic and managerial procedures such as encrypting data during transfer and limitations on access to personal information within our organisation. While we will take reasonable steps to keep all personal information secure, it is impossible to guarantee the absolute safety of data against a determined attacker or malicious insider, and do not warrant the absolute safety of data in such circumstances.

## Notification of eligible data breaches scheme

Axios strives to comply with its obligations under the notification of eligible data breaches scheme under Part III C of the the Privacy Act (1988) (Cth). We have a data breach response plan, which we can provide to you on request.

If you have reason to believe personal information we hold has been subject to a data breach please notify us immediately, by phone or email:

Call: 1300 294 674

Email: [privacy@axiosdev.com.au](mailto:privacy@axiosdev.com.au)

## Requests about your information

We will endeavour to ensure that any personal information that we collect is accurate. You should contact us if you believe the personal information we hold needs to be updated or corrected.

Where Axios holds personal information about you, the APPs allow you to get access to and correct the personal information we hold about you in certain circumstances. If you would like to obtain such access, please contact us. We will comply with the APPs in regards to processing such a request. We may charge a fee to recover any reasonable costs associated with providing you access to requested information.

Where Axios has not directly collected information from you, you may request that we disclose where we obtained personal information about you.

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### How to contact us about privacy

We recommend you read the details of this policy and get in contact with us if you have any questions.

If you have an enquiry, request or complaint about this policy or your information, you may contact us as follows:

Mail: Axios IT Pty Ltd  
Level 2, 44 Currie Street  
Adelaide SA 5000  
Call: 1300 294 674  
Email: [privacy@axiosdev.com.au](mailto:privacy@axiosdev.com.au)

If you are not satisfied with our response to a complaint, you may wish to refer the matter to the Australian Information Commission as follows:

Mail: Director of Complaints  
Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
Call: 1300 363 992  
Fax: 02 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

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2/44 Currie Street  
Adelaide SA 5000  
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Call: 1300 294 674