

# Privacy Policy

**Effective Date: Nov 2024**

CleverConnect Pty Ltd, We are committed to protecting the privacy and security of our customers' personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you access or use our IT consulting services, whether you are a residential or commercial customer. By using our services, you agree to the terms of this Privacy Policy. Our privacy policy will adhere to the Australian Privacy Act 1998 to protect your information.

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## 1. Information We Collect

We collect information to provide and improve our services. The types of information we may collect include:

### Personal Information

- **Residential Customers:** Name, contact information (email, phone number), billing details, device information, and any other personal information you provide during the service request process.
- **Commercial Customers:** Business name, business contact details, employee information (if applicable), billing and payment information, and any other relevant business details for service delivery.
- **Technical Information:** Device specifications, operating system, software versions, IP addresses, browsing behavior, and other technical details required to deliver our services.

### Usage Data

We may collect information about how you interact with our website, services, or products, such as your IP address, browsing history, and usage patterns, using cookies or other tracking technologies.

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## 2. How We Use Your Information

We use the information we collect for the following purposes:

- **Service Delivery:** To provide IT consulting, technical support, and troubleshooting services.
- **Customer Communication:** To respond to inquiries, provide updates, and communicate regarding services or billing.

- **Billing and Payment:** To process payments and manage transactions.
  - **Improvement of Services:** To analyze data to enhance our offerings, identify trends, and improve customer experiences.
  - **Marketing and Promotions:** To send you promotional offers, newsletters, or service updates, but only if you have opted in to receive such communications.
  - **Legal Compliance:** To comply with applicable laws, regulations, and legal obligations, and to enforce our terms and policies.
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### 3. How We Share Your Information

We respect your privacy and will not sell, rent, or trade your personal information. However, we may share your information in the following situations:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in delivering our services (e.g., payment processors, cloud services, etc.). These service providers are required to handle your information securely and only for the purposes for which we engage them.
  - **Legal Obligations:** We may disclose your information if required to do so by law, such as in response to a subpoena or court order, or if we believe in good faith that such action is necessary to comply with legal processes, protect our rights, or ensure the safety of our users.
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### 4. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. This includes the use of encryption, firewalls, and other security technologies. We follow industry standard mechanisms to protect your data.

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### 5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including legal, accounting, or reporting requirements. When your information is no longer needed, we will securely delete or anonymize it.

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## 6. Your Rights and Choices

As a customer, you have certain rights regarding your personal information:

- **Access and Correction:** You can request to access, update, or correct the information we hold about you.
- **Opt-Out:** You can opt out of receiving marketing communications at any time by following the unsubscribe instructions in our emails or contacting us directly.
- **Data Deletion:** You can request that we delete your personal information, subject to applicable laws and retention requirements.

To exercise your rights, please contact us using the contact information provided below.

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## 7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience, analyze website traffic, and serve personalized content or advertisements. You can adjust your browser settings to reject cookies or to alert you when cookies are being used. However, some features of our services may not function properly if you disable cookies.

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## 8. Third-Party Links

Our website or services may contain links to third-party websites. We encourage you to read the privacy policies of any third-party websites you visit.

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## 9. Children's Privacy

Our residential services will be delivered to each member of the family. However, our services are not intended for children under the age of 13 who are not supervised by parents/guardian, and we do not knowingly collect personal information from children. If we learn that we have inadvertently collected information from a child under 13, we will take steps to delete that information and will inform you immediately.

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## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the effective date will be revised accordingly. We encourage you to review this Privacy Policy periodically for any updates or changes.

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## **11. Contact Information**

If you have any questions or concerns about this Privacy Policy or the handling of your personal information, please contact us at:

**CleverConnect Pty Ltd**

Email: [admin@cleverconnect.com.au](mailto:admin@cleverconnect.com.au)

Phone: +613 9969 5454

Website: [www.cleverconnect.com.au](http://www.cleverconnect.com.au)

By using our services, you acknowledge that you have read, understood, and agree to this Privacy Policy.