

## PRIVACY POLICY

Name: HOSTEDCONNECT PTY. LTD. ACN: 607 823 638, Trading As Eureka ICT - ABN 92 298 314 636, (known herein as Eureka ICT), acknowledges and respects the significance and importance of protecting and maintaining the privacy of all information provided to us by our clients and users. In the process of providing our services, we do have to collect some personal information in order to provide an efficient online service, but also in order to interact and communicate with them at appropriate times during the provision of our services.

With full respect to the above, we have below, set out our privacy policy. Please note that as our business evolves and as we see it necessary both in the interests of progressing our services and in the interests of our clients and users, this policy is subject to change and modification. As such, you should check back regularly to ensure that you are aware of our latest policy.

## COLLECTION

Eureka ICT obtains personally identifiable information only if we believe the information is relevant to our relationship with a client or to assist us in creating a relationship with a user. We obtain personally identifiable information about clients or users, directly from that client or user whenever possible, primarily in the course of providing them with products, information and services. If at any time Eureka ICT obtains personally identifiable information from third-party sources, we will only use reliable and legitimate referral sources.

In the process of providing our services to companies, some personal information may also be collected in the process of providing our services to them. If you are an employee of, or have a relationship with, that company, you should check with them as to their privacy policy. Insofar as such information is in our possession, we will treat all such information in accordance with this privacy policy.

Part of our collection of personally identifiable information is conducted through the use of cookies (small pieces of information that a web site places on your computer hard drive), in order to track usage patterns and to compile data that will help Eureka ICT to improve its services. The cookies do not contain Information that is personally identifiable.

Our systems make a record of your visit and logs the following information for statistical purposes - the user's server address, the user's top level domain name (eg. .com, .gov, .au, .uk etc.), the date and time of the visit to the site, the pages accessed and documents downloaded, the previous site visited and the type of browser used. No attempt will be made to identify users or their browsing or email activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider's logs.

In the case of our email systems, email logs are recorded, which include the email addresses of recipients and senders, originating and receiving servers, time of transmission and receipt and the success or otherwise of receipt/delivery). This information is recorded to assist in maintenance and troubleshooting of email accounts and to track any attempted unauthorised use of our email systems, such as spamming and malware transmission.

We do not provide any information to anyone in respect of the email logs except in the case of where we are legally compelled to do so and (where an email user is an employee of a client that is a company, where the authorised company representative has requested such information for maintenance or troubleshooting purposes with regard to the services we provide.

#### USE OF PERSONAL INFORMATION

We use personally identifiable information only in a manner consistent with this Privacy Policy. Personally identifiable information is available only to our employees, agents and contractors who have a business reason to have access to such information. to date, the only reason will be in respect of maintenance and troubleshooting of the services provided by Eureka ICT.

Eureka ICT uses personally identifiable information to respond to our clients or users and to make decisions about the products and/or services. Apart from the above, Eureka ICT does not collect or pass on any of this information to any other party.

Eureka ICT may be required to disclose personally identifiable information by law or compulsory legal process.

Under no circumstances will we sell your individual personal information to any third party, however in some circumstances, Data which DOES NOT identify any individual user, may be given or sold in aggregate, to one of our clients.

#### SECURITY

Eureka ICT uses reasonable administrative, technical, personnel, and physical measures to safeguard personally identifiable information in its possession against loss, theft, and unauthorized use, disclosure or modification. Any information that we store about you is protected from unauthorised access through the use of firewalls, secure passwords and sign in processes.

#### ACCESS, CORRECTION AND DELETION

Whenever possible, Eureka ICT will permit clients and users, the right to see the personally identifiable information that Eureka ICT has collected from them, in order for them to correct any information that may be incorrect and / or to instruct it to delete the information from its files.

## COMPLIANCE

Eureka ICT will take all appropriate steps to ensure compliance with this Privacy Policy. If for whatever reason, you feel that we have not adhered to our Privacy Policy or if you have any questions about this Privacy Policy, the practices of this web site or your dealings with Eureka ICT, please email us at: [admin@eurekaict.com.au](mailto:admin@eurekaict.com.au) . We shall endeavour to respond to your email within 14 business days.

Alternatively, we may be contacted at the contact numbers and addresses set out on our website at <http://www.eurekaict.com.au>

## GENERAL

We reserve the right, at any time, to modify this Privacy Policy, in order to reflect changes in the law, self-regulatory initiatives and technology.

If you require further information as to privacy in Australia and your rights to privacy, an authoritative site is that operated by the Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)

\*Last modified September 2017