

## Overview of our Privacy Policy

"**Techtivate**" provides Information Technology and Data Management support services and advice to clients

Such support may or may not variously include on-site and remote support and advice by "Techtivate" personnel and from time to time may include provision of equipment and software to assist clients maintain efficient Data management and Information Technology activities

All support of any form supplied by "Techtivate" is provided in accordance with the Terms and Conditions that a client acknowledges in accepting "Techtivate" services<sup>1</sup>

**Techtivate** is committed to providing quality services to you and this policy document outlines the primary elements of our corporate policy in respect to our ongoing obligations to you in the way we manage your Personal Information. This policy adopts the Australian Privacy Principles (APPs)<sup>2</sup> and governs the manner in which we collect, use, disclose, store, secure and dispose of your Personal Information.

### ***What is Personal Information and why do we collect it?***

Examples of Personal Information<sup>3</sup> that we may collect could include: names, addresses, email addresses, and phone numbers.

This Personal Information may be gathered through a variety of sources including, but not necessarily restricted to, correspondence, by telephone, by email, via our website [www.techtivate.com.au](http://www.techtivate.com.au), from social media platforms, from media and publications, from other publicly available sources, from cookies and from third parties.

We require that third parties that may on occasion be utilised by "Techtivate" respect and adhere to all provisions of our privacy policy. We cannot however guarantee adherence by website links authorised third parties.

We collect your Personal Information for the sole purpose of providing our services effectively to you. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, to the extent practicable, explain to you why we are collecting the information and how we plan to use it.

### ***Sensitive Information***

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only for the primary purpose for which it was obtained, with your consent; and/or where required or authorised by law.

### ***Third Parties***

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties.

In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

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<sup>1</sup> Refer "Techtivate" Terms and conditions policy Issue # 2 November 2021

<sup>2</sup> Australian Privacy Principles (APPs) as defined in the Privacy Act 1988 (Cth) (the Privacy Act). . A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

<sup>3</sup> Personal information may relate to information pertaining to an individual, a company or other entity to which "Techtivate" is providing services and which is relevant to the services being provided to the client

### ***Disclosure of Personal Information***

Your Personal Information may be disclosed to Third parties where you consent to the use or disclosure; and, where disclosure is required or authorised by law.

### ***Security of Personal Information***

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, some or all of the Personal Information may be retained in client files be kept by us for a minimum of 7 years unless instructed by you to the contrary.

### ***Access to your Personal Information***

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

"Techtivate" will not charge any fee for your access request, but may charge a modest administrative cost for providing a copy of your Personal Information.

In order to protect your Personal Information we will require specific identification from you before releasing the requested information.

### ***Maintaining the Quality of your Personal Information***

To ensure the effectiveness and relevance of our service and support to you, it is important to us that your Personal Information is up to date and, we will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### ***Policy Updates***

This Policy may change from time to time and is available on our website.<sup>4</sup> If you have any queries or complaints about our Privacy Policy please contact us at:

Help@techtivate.com.au  
0479 935 189

Authorised by

A handwritten signature in blue ink, appearing to read 'R. Herbage'.

**R Herbage**  
**Director**

1 December 2021

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<sup>4</sup> Privacy Policy Complaints and Enquiries