

NETMAX Services Privacy Policy

NETMAX Services is committed to protecting your privacy, and maintains all personal information in accordance with the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000 which took effect on 21 December 2001.

The Information we collect

NETMAX Services only collects the information necessary for us to do business with you. All the information we hold has been either knowingly offered to us by you or can be found on the public record (eg: telephone directories, government and professional websites, ASX etc).

When you visit our website some information is automatically collected relating to your server address, domain name, date and time of visit, pages viewed and information downloaded. We only aggregate this non-personal information. The collection of this information allows us to serve you better by building a better website.

Use and disclosure

NETMAX Services uses the information you supply in a variety of ways, all of which are directed towards our mutual business. Some examples include:

- To deliver services, such as newsletters, events, training or software, which you request or purchase.
- To alert you to product upgrades, special offers, updated information and other new services, if you so request.
- To allow you access to limited-entry areas of our site as appropriate.
- To ensure our site is relevant to your needs.

Product promotion

NETMAX Services needs to be able to contact you about new products, special offers and services that may be relevant to your business. You may at anytime notify us if you wish not to receive any marketing communications from us.

Order fulfilment and other accounting functions

When you place an order with NETMAX Services, we collect information such as delivery name and address, and financial information. This enables us to complete our transactions with you and allows our accounts staff to contact you in case there are any problems.

Product licensing

NETMAX Services asks clients to sign and return licensing agreements. The collection of this and other information such as maintenance renewal dates and status, and support allowances, enables us to ensure that only those clients who are eligible for certain services such as website access, product upgrades and customer support, receive it.

Netmax Australia

304 Nicholson Street
Fitzroy VIC 3065
Australia

Tel: +61 (3) 9667 2700
Fax: +61 (3) 9667 2799
www.netmax.com.au

Provision of customer support

As stated above we record information so that only those clients eligible for support can access it. During the process of providing support, our Customer Support Team need to record the details of client issues in order to resolve them and this information is retained so that we can serve you even better the next time you ring. In some circumstances we may require access to your system or database. This access is strictly controlled. Any data acquired at the time is deleted or destroyed immediately once the issue is resolved.

Access to secure areas of our website

Clients are able to access many useful services through secure areas of our website and many more are being planned. We keep your password and user name details confidential to ensure that your privacy rights are protected.

We do not sell or market your details to any third party. In some circumstances we may need to divulge some information about you to a third party, such as the use of an outside network technician to assist with a support query. This will not be done without your prior consent.

Data access and accuracy

NETMAX Services takes all reasonable steps to ensure the accuracy of your information. If you have questions about the accuracy of your details, our usage of them, or any other privacy query please contact our Support Staff.

Security

NETMAX Services takes reasonable steps to ensure the security of your information. We have differing levels of access for staff depending on the nature of the information stored. All soft and hard copies of data are kept in secure locations and our staff are trained in the proper use and protection of data.

Openness

In addition to this document, NETMAX Services staff have been made aware of the principles related to the NETMAX Services Privacy Policy.

Disposal

Information or data which is no longer needed is either deleted or permanently de-identified if electronic or shredded if in paper form.

Variations to this policy

The information contained here is current at the time of publication and is therefore subject to revision based on any legislation or regulations subsequently issued. Any subsequent revisions will be posted to our website.

Should you have any questions or complaints about privacy issues please write to the Privacy Officer at:

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