

# Ezidebit Pty Ltd Website Privacy Policy

## 1. PRIVACY

This statement sets out Ezidebit Pty Ltd ("Ezidebit") policies relating to how your personal information provided to us through your use of the Ezidebit website is dealt with. How we deal with personal information collected by us about our customers and through commercial dealings is dealt with under our Business Privacy Policy.

## 2. RESPONSIBILITY

Ezidebit recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. Unless you give us explicit consent to act otherwise, the following policies will govern how Ezidebit handles your personal information and safeguards your privacy.

## 3. EZIDEBIT' COMMITMENT

Ezidebit is committed to protecting your personal information and giving you choice in who can use your personal information and how it can be used. We believe that our privacy policy represents industry best practice. Ezidebit is committed to complying with the National Privacy Principles implemented under the *Privacy Amendment (Private Sector) Act 2000* (Cth). Ezidebit undertakes to comply with any laws introduced to strengthen protections for consumers' privacy.

## 4. COLLECTING INFORMATION

- (a) Ezidebit will not collect or monitor any personal information about you without your consent unless we believe it is necessary:
  - (i) because it is required by law;
  - (ii) to provide you with a service which you have requested;
  - (iii) to implement our terms of service;
  - (iv) to protect the rights or property of Ezidebit, any Ezidebit user, or any member of the public; or
  - (v) to lessen a serious threat to a person's health or safety.
  
- (b) The kinds of information we may collect about you in these circumstances includes your:
  - (i) name;
  - (ii) company/business name (if applicable);
  - (iii) ABN or ACN (if applicable);
  - (iv) address;
  - (v) phone number;
  - (vi) fax number;
  - (vii) email address;
  - (viii) date of birth; and
  - (ix) driver's license number.

If you work for a company then:

- (i) your title;
  - (ii) the department in which you are employed;
  - (iii) additional information about your company such as business activities, number of employees and industry; and
  - (iv) your internet address.
- (c) You may provide Ezidebit with information directly, such as through subscribing to email lists or identifying yourself when using Ezidebit' services. The amount of information we collect about you depends on how you use the Ezidebit website or services. The only personal information we collect is what you tell us about yourself, for example, by subscribing to e-mail newsletters.
- (d) Ezidebit uses cookies to help maximise your enjoyment of its services. Cookies in and of themselves do not personally identify users, although they do identify a user's browser. Please see further information on how we use cookies below.
- (e) Any further collection of your personal information than that explained above will only occur with consent from you. Ezidebit only collects information from your use of our site and not from other organisations.

## 5. COOKIES

- (a) Cookies are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes. Most web browsers are set to accept cookies. If you do not wish to receive any cookies, you may set your browser to refuse cookies. In some instances, this may mean you will not be able to take full advantage of parts of the Ezidebit website.
- (b) The use of cookies can enhance your enjoyment of what is offered by Ezidebit, because they can help personalise your experience of our website. They can ensure that information provided to you is most relevant to your interests. Cookies can also provide us with aggregate information on how people use our websites and which advertisements are effective. This helps us to keep improving our site.
- (c) As explained above, cookies do not of themselves personally identify users. The cookies simply operate as a unique identifier which helps us to know what our customers find interesting and useful on our website, almost like a continuing questionnaire. We do not link this information back to other information that you have provided to us.

## 6. USE AND DISCLOSURE

- (a) Ezidebit will not use or disclose any information about you without your consent, or access your communications on our website unless we believe it is necessary:
  - (i) because it is required by law;
  - (ii) to provide you with a service which you have requested;
  - (iii) to implement our terms of service;
  - (iv) to protect the rights or property of Ezidebit, any Ezidebit user, or any member of the public; or
  - (v) to lessen a serious threat to a person's health or safety.
- (b) Examples of circumstances where Ezidebit will use or disclose information about you includes:
  - (i) to enable us to provide you with access to our website and our other services;
  - (ii) to enable us to contact you in the course of providing our services to you;
  - (iii) to help diagnose technical problems and to administer the Ezidebit website and services to improve quality;
  - (iv) to enable us to contact you to discuss your interest in our company, the services we provide and the ways we can provide them;
  - (v) to advise you of announcements and promotions and events from us or our partners;
  - (vi) to be able to email you a newsletter and updates about our services; and
  - (vii) to enable us to carry out maintenance, repairs and development of our website, software and computer hardware.
- (c) The types of people who may have access to your information includes:
  - (i) Internal Recipients -Employees and contractors engaged by us will have access to your personal information. Our resellers and advisors may also have access to your personal information; and
  - (ii) Third Party Recipients – We may be involved with business partners with whom we exchange customer data and to establish linked business processes and they may receive your personal information.

## 7. "SPAM" (PROMOTIONAL EMAIL)

We will not send you "spam" (advertising information) without first asking you whether you wish to have promotional information sent to you. If you are receiving promotional information from Ezidebit and do not wish to receive this information any longer, you may remove your name from our list either by visiting the Ezidebit website and following the instructions on how to withdraw your subscriptions, or emailing us at [support@ezidebit.com.au](mailto:support@ezidebit.com.au) and asking to be removed from our mailing list. Please allow five days for this request to be processed.

## **8. STORAGE AND SECURITY**

- (a) Ezidebit will endeavour to take all reasonable steps to keep secure any information which we hold about you and to keep this information accurate and up to date. Your information is stored on secure servers that are protected in controlled facilities. In addition, our employees and data processors are obliged to respect the confidentiality of any personal information held by Ezidebit, however, Ezidebit will not be held responsible for events arising from unauthorised access to your personal information.
- (b) You can also play an important role in keeping your personal information secure by maintaining the confidentiality of any password, PINs and accounts used on the Ezidebit website. Please notify us immediately if there is any unauthorised use of your account by any another person or any other breach of security.

## **9. ACCESS**

Your trust in Ezidebit is very important to us. If at any time you want to know exactly what personal information any part of our site is holding about you, you are welcome to request that information by emailing us at [support@ezidebit.com.au](mailto:support@ezidebit.com.au). Unless there is some legitimate reason why we are unable to provide you with this information, Ezidebit will endeavour to contact you to provide a copy of your personal information held by us within 14 days or to notify you when we will provide it (which in any event should not be more than 30 days after your request). If we will not be providing you with access, we will notify you of this fact and of the reasons for denying you access within 14 days of your request.

## **10. INFORMATION CHANGES**

If at any time you wish to change any personal information held by Ezidebit, please contact us by e-mailing us at [support@ezidebit.com.au](mailto:support@ezidebit.com.au) and we will change this record. If you wish to have your personal information deleted, please let us know and we will take all reasonable steps to delete it, unless we need to keep it for legal reasons.

## **11. LINKS TO OTHER WEBSITES**

Ezidebit provides links to websites outside of the Ezidebit service. These linked sites are not under the control of Ezidebit and we are not responsible for the conduct of persons, companies and other websites linked to from our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of such disclosure with that party.

## **12. PROBLEMS AND QUESTIONS**

If Ezidebit becomes aware of any ongoing concerns or problems with our site, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our privacy policy, or you have a problem or complaint, please contact us at [support@ezidebit.com.au](mailto:support@ezidebit.com.au).

## **13. FUTURE CHANGES**

Our commitment to make Ezidebit Australia's leading payment solutions provider means that we are constantly adding new areas and features to the site. Because of this, from time to time, our policies will be reviewed and may be revised. Ezidebit reserves the right to change its privacy policy at any time and notify you by posting an updated version of the policy on its website.

## **14. FURTHER INFORMATION ON PRIVACY**

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Privacy Commissioner's website at <http://www.privacy.gov.au/>.