

PRIVACY POLICY STATEMENT

Classification:	Public
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Privacy Policy

We respect and protect the privacy of our clients. This privacy policy tells you how we collect and use information. The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained. We do collect Personal Information about you when you log a support request. The term "Vendor" in this privacy policy means any company that we resell their hardware or software.

Scope

The purpose of our business is to provide you with IT support and associated managed IT services.

Personal Information

If you contact us we will collect your business email address you nominate and any other identifying information you provide, such as a contact name, business phone number and business name. We will share Personal Information with government agencies if requested to do so by law relating to unlawful activity. If you ask us to quote software or hardware, we will provide a Vendor with your business email address, contact name, business phone number and business name.

How We Deal With Complaints

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information. To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it. You can contact us by email or by telephone. We undertake to respond within 8 hours.

How We Protect Your Personal Information

This website and our support request system is hosted in Australia in secure facilities. To help protect the privacy of data and Personal Information we collect and hold, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis. We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide a service to you.

Website Analytics

We do not use cookies. Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy. Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

Our Obligations

This website and our support request system is bound by the provisions of the Privacy Act 1988 (Cth) including the Australian Privacy Principles. Email us at info@focusnetworks.com.au about your privacy concerns or call us on 1300 664 136.

