



Privacy Policy

OUR COMMITMENT TO PRIVACY

We commit to upholding the highest standards of care with the personal information that is entrusted to us. We comply with the Australian Privacy Act 1988 (Cth) including the Australian Privacy Principles and the Notifiable Data Breaches scheme. This policy sets out how we collect and treat personal information.

“Personal information” is information we hold which is identifiable as being about you.

COLLECTION OF PERSONAL INFORMATION

Exceedigital will, from time to time, receive and store personal information entered onto our website, provided to us directly or given to us in other forms.

You may provide information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our client service team.

Additionally, we may also collect any other information you provide while interacting with us.

HOW WE COLLECT YOUR PERSONAL INFORMATION

Exceedigital collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

WHEN YOU VISIT OUR WEBSITES

When you come to our website (www.exceedigital.com.au and www.ed.exceedigital.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

COOKIES

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services.

CLIENT-PROVIDED PERSONAL INFORMATION

In the course of providing services or products, our clients may provide us with personal information including, but not limited to: name and address details, email addresses, mobile numbers, bank account details and any other relevant information required.

We do seek client assurances that all such personal information has been collected lawfully and in compliance with Australian Privacy Act and that all required consents have been obtained for, and disclosure statements made in respect of, the intended use of that personal information. Exceedigital will not be responsible for, and accepts no liability in respect of, any failure by a client to do so.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous data or aggregated information about how users use our websites. We do not re-identify this information to turn it into personal information. Where Exceedigital is collecting data this will be done ensuring Exceedigital is compliant at all times with Australian Privacy Act.

We rarely receive physical customer information and where it is received, we convert the information to an electronic form and either return the document to the client or securely destroy the document – depending on the client requirements.

THIRD PARTY SITES

Our website may have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Exceedigital is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

USE OF YOUR PERSONAL INFORMATION

Exceedigital may use personal information for the purpose of providing personalised marketing services and performing business functions on behalf of ourselves and our clients. Examples include:

- Provide products and services
- Send communications requested by you and/or our clients
- Make you aware of new and additional products, services and opportunities available to you
- Improve our products and services and better understand your needs
- Update our records and keep your contact details up to date
- Provide access to secure areas of websites
- Receive and respond to any complaint made by you

Exceedigital may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

DISCLOSURE OF YOUR PERSONAL INFORMATION

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Exceedigital, its customers or third parties.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer, to the extent permissible at law, our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will require that the third party follow this Policy regarding handling your personal information.

OVERSEAS DISCLOSURE

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. Prior to establishing a relationship with an offshore supplier, we confirm their data security arrangements to protect the information, confirm measures are in place to restrict the use to which they can put the information and require their acknowledgement and compliance with the requirements of Australian privacy laws. We will not use overseas suppliers without the concurrence of our client.

OUR COMMITMENT TO DATA SECURITY

Exceedigital is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Personal information is held in secure electronic databases. We use a range of security processes to protect the confidentiality and security of personal information that we hold including limiting access to certain parts of our computer systems to the necessary authorised personnel. After we have completed the required functions on behalf of our clients, data is backed up into secure archive files with access restricted to our authorised personnel.

We cannot guarantee the security of any information that you transmit to us, or receive from us. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

YOUR DATA PROTECTION RIGHTS UNDER GENERAL DATA PROTECTION REGULATION (GDPR) – RESIDENTS OF EUROPE ONLY

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Exceedigital aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have of yours.
- The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.

- The right to object. You have the right to object to our processing of your Personal Data.
- The right of restriction. You have the right to request that we restrict the processing of your personal information.
- The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.
- The right to withdraw consent. You also have the right to withdraw your consent at any time where Exceedigital relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

ACCESS TO YOUR PERSONAL INFORMATION

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at privacy@exceedigital.com.au

You may also contact us at:

Attention: Privacy Manager
Exceedigital
Shop 3, 100 Arthur Street
North Sydney, NSW 2060
Phone: 02 995 5766

To ensure the integrity and safety of personal information we maintain, we will only disclose such information if our internal procedures are satisfied. Depending on the nature of your request, we may ask you to complete a personal information request form. In certain cases we may charge you a fee for this service but we will inform you at the time.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

COMPLAINTS ABOUT PRIVACY

If you have any concerns or complaints about our privacy practices, please feel free to send details of your complaints to prvacy@exceedigital.com.au. We take complaints very seriously and will respond shortly after receiving your complaint.

CHANGES TO THIS POLICY

This Privacy Policy was last modified on 2 March 2022. Please be aware that we may change this Policy in the future. We may modify this Policy at any time, at our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.