



Privacy Policy

1. Introduction

1.1 We understand that the privacy of your personal details, and the security of your transactions with us, is of paramount importance to you. Stormed Communications has therefore adopted data protection policies with respect to your privacy and security. Stormed Communications' Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business. We have based our policy upon the Internet Industry of Australia's (IIA) draft Privacy Code of Practice, which adopts internationally recognised Privacy protection standards (such as the 'Safe Harbour' principles required by most European countries). The IIA Code also covers the requirements of the new Australian Privacy legislation.

1.2 We may make alterations or additions to this policy from time to time. Should we do so, we will update the policy on our web site. We require that all our customers agree to abide by our Privacy Policy as part of our terms of trade. This policy also applies to users of our web site who are not customers of Stormed Communications.

1.3 Please note that we cannot and do not assume any responsibility for the privacy or security practices of any other web sites which you may be able to access through our site, or for our customers' level of compliance with our code.

2. What Information Do We Collect?

Stormed Communications collects different information about you at different times. There are four broad categories of information that we collect from you:

2.1 Information we require to supply our services.

When you first sign up or contract with Stormed Communications for our services, or when you make an inquiry about our services, we request information such as your name, address, telephone number, domain name, email details of your primary and secondary contacts.

2.2 Non-personally identifying information.

In addition to the information you specifically provide above, Stormed Communications operates statistics gathering software on its web site to collect information about the number of visitors coming to the site. No identifying information is collected by this software. The software records the IP address of the visitor only. We use this information to improve our internal processes, infrastructure and performance, and to determine which areas of our web site are most popular.

- 2.3 Personal information stored on a web site hosted by Stormed Communications.
As Stormed Communications hosts various websites of our clients, they may collect information about you. Any information that is submitted to or collected by these organisations will be physically located on a Stormed Communications server. This information, whether voluntarily provided or not, will not be used or released by Stormed Communications in any manner, and it will be kept strictly confidential, unless we are required to release the information by law.
3. How Do We Use Personal Information We Have Collected?
- 3.1 We collect and use your personal information to operate our web site and deliver our services to you. We will use your personal information to provide you with: technical support, billing and credit control, sales support, product/service upgrades and information.
- 3.2 We may use your personal information to:
- a) Contact you in relation to upgrading your use of our services and individual service audits. We may give extracts of our customer lists containing personal information to third party contractors to do this on our behalf. We will ensure that those contractors are bound to protect your personal information to the same standard that we are.
 - b) identify the source of new customers to Stormed Communications;
 - c) monitor and address complaints, other feedback, and to resolve disputes;
 - d) in the case of credit cards, to bill you for services;
 - e) in the case of ABNs, to verify your identity;
 - f) maintain a technical and account history of your dealings with us;
 - g) monitor your compliance with our Acceptable Use Policy and Terms and Conditions;
 - h) comply with our reporting and other obligations to third party licensors (such as reporting to software suppliers the number and identity of software licenses we have issued as part of our products).
- 3.3 We will treat all information we collect from you as strictly confidential. Stormed Communications does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, licence, share or pass onto any third party (other than those who are contracted or supply services to Stormed Communications) any personal information that you may have provided to us, other than in the circumstances set out in the next paragraph.
- 3.4 We will disclose your personal information, without notice or your consent, only if:
- a) we are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site;
 - b) to protect and defend the rights or property of Stormed Communications;
 - c) if we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you;
 - d) if we sell our business or part of it; and
 - e) in extreme circumstances, to protect the personal safety of users of Stormed Communications' services, its web site, our staff or the public.

4. Security

- 4.1 Stormed Communications has implemented security features in our database to protect your personal information from unauthorised access. We maintain our servers in a controlled, secured environment. Only staff who need to have access to your personal information in order to perform their job function are authorised to access the database. Constant changes to the internet and technology mean that we cannot guarantee that data transmission will be 100% secure, or safe from attack by unauthorised intruders.
- 4.2 All personal information provided to us is done via encrypted web pages. If you would like to modify the information we have about you or your business, you will be required to input your username and password and modify this data via our secure client interface.

5. Other Disclosure By You

- 5.1 You might provide personal information through your participation in chat sessions, message boards, email exchanges or newsgroups accessed or linked via www.stormed.com.au, or another service provided by Stormed Communications. This information is public and immediately available to anyone who has access to such a site; it is not private. Stormed Communications urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.
- 5.2 You should never reveal your password to third parties. If you lose control of your password, you may lose control over your personal information and may be liable for actions taken on your behalf by third parties using your password and/or personal information. Therefore, if your password has been compromised for any reason, you should immediately change it.
- 5.3 If you collect personal information which you keep on servers provided by Stormed Communications as part of our service to you (including email), you alone are responsible for compliance with the Privacy Act 1988 (Cth) in respect of that information. We take no responsibility for your dealings with personal information you collect.

6. How To Access & Correct Your Personal Information

- 6.1 From time to time you may need to update your personal information. We keep this information in a secure environment which you can access through your client interface. In order to amend any of your personal information, you will be required to validate your identity via the use of a username and password.
- 6.2 If you contact us via telephone, you will need to answer a few security questions before any personal information is revealed or amended.

7. Children's Privacy

Stormed Communications does not knowingly collect, use or market any information to children without seeking parental or a guardian's consent. We also urge you to familiarise yourself with your legal responsibilities with regard to children and the internet, which can be found in our Acceptable Use Policy and Terms and Conditions.

8. Complaints

If you have a complaint about any aspect of our Privacy procedures, please contact our support department at privacy@stormed.com.au. We will deal promptly with your complaint. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Privacy Commissioner.