

EVOLVE TECHNOLOGIES General Privacy Policy

OUR COMMITMENT TO PRIVACY

The Australian Privacy Act regulates the handling of personal information by Australian government agencies and businesses. This Privacy Policy applies to the collection and handling of personal information by Evolve Technologies QLD Pty Ltd (referred to as "we," "us," or "our") in relation to our website located at www.evolvevtech.com.au and any related apps or services.

1. INFORMATION WE COLLECT

We collect various types of personal information, including but not limited to:

- Login credentials
- Payment details
- Email address
- Name
- Phone numbers
- Address

2. TYPES OF INFORMATION

- Personal Information is defined under The Privacy Act 1998, as information or an opinion about an identified individual, or an individual who is reasonably identifiable.
- Sensitive Information, as defined under The Privacy Act 1998, includes details about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.
- We collect and handle sensitive information only with your consent or as permitted by law.

3. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information directly from you when you provide it to us through our website, digital documentation, over the telephone, related apps, or other means.

4. PURPOSE OF COLLECTION

We collect personal information to provide you with our services, improve our offerings, and communicate with you about updates and developments.

5. When This Policy May Be Used:

- **Collection:** During the process of collecting personal information from you through our website, digital documentation, telephone, related apps, or other means.
- **Handling and Storage:** When handling, storing, and securing your personal information to ensure it is protected from unauthorized access, misuse, modification, or disclosure.
- **Communications:** In managing communications and services provided to you, including direct marketing communications, where you have consented to receive them.
- **Third-Party Disclosure:** When disclosing personal information to third-party service providers who assist us in providing our services, and to other parties as required by law.

6. Disclosure to Third Parties:

We may disclose personal information to third-party service providers who assist us in the provisioning of services offered and managed by us, and to other parties as required by law. These third parties are obligated to protect your information and use it solely for the purpose of providing services to us or as required by law.

By using our services, you consent to receive direct marketing communications from us, provided we have obtained your information directly from you and the communication is of a type you would reasonably expect. We provide an option to unsubscribe from such communications.

5. SECURITY, ACCESS, AND CORRECTION

- a) We store your Personal Information in a way that reasonably protects it from unauthorized access, misuse, modification, or disclosure.
- b) When we no longer require your Personal Information for the purpose for which we obtained it, we will take reasonable steps to destroy and anonymize or de-identify it.
- c) Most of the Personal Information that is stored in our client files and records will be kept for a maximum of 7 years to fulfil our recordkeeping obligations.
- d) The Australian Privacy Principles:
 - I. Permit you to obtain access to the Personal Information we hold about you in certain circumstances (Australian Privacy Principle 12); and
 - II. Allow you to correct inaccurate Personal Information subject to certain exceptions (Australian Privacy Principle 13).
- e) Where you would like to obtain such access, please contact us in writing using the contact details set out at the bottom of this privacy policy.

6. COMPLAINTS

If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us using the contact details set out at the bottom of this policy. All complaints will be considered by our Customer Success team, and we may seek further information from you to clarify your concerns. If we agree that your complaint is well-founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

7. OVERSEAS TRANSFER

We do not transfer your personal information outside Australia unless you request us to do so. If such a transfer occurs at your request, your information may not be protected by Australian privacy laws.

8. DATA BREACH NOTIFICATION

In adherence to the Essential Eight strategies for mitigating cyber security incidents, in the unlikely event of a data breach that is likely to result in serious harm to you, we will promptly notify you and the Office of the Australian Information Commissioner (OAIC) as required by law. Our notification process includes:

- Detection: Continuous monitoring and alerting to detect breaches promptly.
- Response: Immediate steps to contain the breach, assess the extent of the breach, and mitigate harm.
- Notification: We will inform affected individuals and the OAIC of the breach, including:

- A description of the data breach.
- The kind of information involved.
- Recommendations about the steps you should take in response to the data breach.
- Prevention: Review and enhance our security measures to prevent future breaches, adhering to the Essential Eight strategies which include:
 - Application whitelisting
 - Patch applications
 - Configure Microsoft Office macro settings
 - User application hardening
 - Restrict administrative privileges
 - Patch operating systems
 - Multi-factor authentication
 - Daily backups

9. CONTACT US

If you have questions about our privacy practices, wish to access or correct your personal information, or have a privacy-related complaint, please contact us at:

Email: service@evolvetechnologies.com.au