



Privacy Policy

Cindicium Pty Ltd (“we”, “us” and “our”) is committed to protecting your personal information and managing it openly and transparently. This document sets out our policy regarding the collection and use of personal information.

The kinds of personal information that we collect and hold

We will only collect information from you that is necessary and relevant to our relationship with you, including to enable us to provide you with products and services. The kinds of personal information that we collect may include your name, email address, telephone numbers, information about your business affairs and any other information requested, or provided voluntarily by you, as part of a form, questionnaire, survey or market research.

How we collect and hold personal information

We collect personal information directly from you when you provide that information in a form, questionnaire, survey or market research on our website.

We hold your personal information electronically.

We will take reasonable precautions, including implementing appropriate security processes, to safeguard your personal information from unauthorised access, use, modification or disclosure. Please bear in mind that no internet transmission or technology is ever guaranteed to be completely secure or error-free.

Cookies

If you are only browsing our website, we will not collect any of your personal information. However, we may use cookies to enhance your interaction with our website. A cookie is a small piece of text that is placed within the memory of a computer and can be later retrieved by web page servers. Cookies may record information about your visit, including the type of browser and operating system you use, the previous site you visited, your server’s IP address and the pages you access. We may aggregate this data and use it in broader statistical analysis to improve our website, products and services.

The purposes for which we collect, hold, use and disclose personal information

We may collect, hold, use and disclose your personal information in order to:

- facilitate our business operations and otherwise provide products or services to you;
- contact you and provide you with information regarding us and our activities; and
- assess our customer’s needs and further develop and improve our website, products and services.

We may contact you by email, telephone, SMS and MMS. You may opt-out of receiving such communications at any time by contacting us.

If you do not provide your personal information, then you may not be able to access certain products and services provided by us.

Disclosure of your personal information

We may disclose your personal information in certain circumstances, such as:

- where required or authorised by law;
- where you have consented to the disclosure; and
- for any of the purposes or related purposes set out above.

The persons to whom we may disclose your personal information include:

- our service providers;
- governmental agencies, including law enforcement agencies and regulators; and
- any other person or for any other purposes that would be reasonably expected.

We may disclose your personal information to overseas recipients including our service providers in the United States of America, the United Kingdom and Singapore.

If we disclose any of your personal information to another person, we will take reasonable steps to ensure that the recipient is bound by appropriate confidentiality obligations and the Australian Privacy Principles.

How you may access any of your personal information

You may access any of your personal information that is held by us and seek the correction of such information by contacting us.

How can you contact us?

You may contact us in relation to any privacy-related concerns using the details below. We will use our best endeavours to address any such concerns thoroughly and in a timely manner.

Cindicium Pty Ltd
Suite 123, 111 Flinders St
Surry Hills, NSW, 2010
Australia

Complaints

If you wish to complain about the manner that we handle your personal information, you may do so by using the contact details above. We take privacy very seriously and we will promptly respond to your concern.

You may also submit your complaint to the Privacy Commissioner. You can find further information about how to submit a complaint to the Privacy Commission on the 'Making a privacy complaint' page on the website of the Office of the Australian Information Commissioner.

Changes to this Privacy Policy

We may change this Privacy Policy from time to time by updating it on our website. We will use reasonable endeavours to notify you of any changes that affect the collection, storage, disclosure or use of your personal information.

This Privacy Policy was last updated on 26 June 2017.