

# Privacy Policy for IRIS Computing Pty Ltd

Effective date: 10/07/2024

## Introduction

IRIS Computing Pty Ltd (IRIS) is a leading provider of IT solutions and services for businesses and organisations. We value your privacy and are committed to protecting your personal information in accordance with applicable laws and regulations. This privacy policy explains how we collect, use, disclose, and safeguard your personal information when you communicate with us or use our products and services.

## What information do we collect?

We may collect various types of information from you or about you, depending on the nature and purpose of your interaction with us. This may include, but is not limited to:

- Your name, email address, phone number, and other contact details.
- Your company name, address, and other business information.
- Your preferences, feedback, and opinions about our products and services.
- Your billing and payment information, such as credit card details and transaction history.
- Your technical information, such as IP address, device type, browser type, operating system, and other data related to your use of our products and services.
- Your call recordings, when you contact us by phone or when we contact you by phone, for quality assurance, training, and customer service purposes.

## How do we use your information?

We may use your information for various purposes, such as:

- To provide you with our products and services, and to fulfil your requests and orders.
- To communicate with you about our products and services, and to respond to your inquiries and complaints.
- To improve our products and services, and to develop new features and functionalities.
- To personalise your experience and to tailor our products and services to your needs and preferences.

- To analyse and monitor our performance, and to measure customer satisfaction and feedback.
- To comply with our legal and regulatory obligations, and to protect our rights and interests.
- To prevent, detect, and investigate fraud, security breaches, and other illegal or unauthorized activities.

## How do we share your information?

We may share your information with third parties, such as:

- Our affiliates, subsidiaries, and partners, who provide us with products and services that complement or support our own.
- Our service providers, contractors, and agents, who perform functions on our behalf, such as hosting, storage, payment processing, analytics, marketing, and customer service.
- Our customers, clients, and business partners, who have a legitimate interest or contractual relationship with us or with you.
- Our regulators, auditors, lawyers, and other professional advisors, who assist us with our legal and regulatory obligations and requirements.
- Law enforcement, government authorities, courts, and other parties, when we are required or authorized to do so by law, or when we believe it is necessary or appropriate to protect our rights and interests, or the rights and interests of others.

## How do we store and maintain your information?

We store and maintain your information on secure servers and systems, using appropriate technical and organisational measures to protect your information from unauthorized access, use, disclosure, modification, or destruction. We retain your information for as long as necessary to fulfil the purposes for which we collected it, or as required or permitted by law. We may also anonymise or aggregate your information in a way that does not identify you, and use it for statistical, research, or other purposes.

## How do we access your information?

We access your information only on a need-to-know basis, and only for the purposes for which we collected it, or as required or permitted by law. We limit the access to your information to our employees, contractors, and agents who have a legitimate business reason to access it, and who are bound by confidentiality obligations. We also train our staff on how to handle your information securely and responsibly.

## What are your rights and choices?

You have certain rights and choices regarding your information, such as:

- You can request access to your information, and obtain a copy of it in a commonly used and machine-readable format.
- You can request correction or deletion of your information, if it is inaccurate, incomplete, or no longer necessary.
- You can request restriction or limitation of our use or disclosure of your information, if you have a valid reason or objection.
- You can withdraw your consent to our use or disclosure of your information, if you have given us your consent previously.
- You can opt out of receiving marketing communications from us, by following the unsubscribe instructions in our emails or contacting us directly.
- You can lodge a complaint with us, or with the relevant data protection authority, if you are unhappy with how we handle your information.

To exercise your rights and choices, or to make any inquiries or complaints, please contact us at [privacy@iriscomputing.com.au](mailto:privacy@iriscomputing.com.au). We will respond to your request as soon as possible, and in any case, within 30 days. We may ask you to verify your identity, or to provide us with more information, before we can process your request. We may also charge you a reasonable fee, or refuse your request, if it is excessive, repetitive, or unfounded.

## How do we comply with PCI DSS?

PCI DSS stands for Payment Card Industry Data Security Standard, which is a set of rules and requirements for businesses that process, store, or transmit payment card information. We are committed to complying with PCI DSS, and to ensuring that your payment card information is handled securely and responsibly. We do not store your payment card information on our servers or systems, but instead, we use a third-party payment processor who is certified as PCI DSS compliant. We also use encryption, firewalls, and other security measures to protect your payment card information during transmission and processing. We regularly review and update our security policies and procedures, and we conduct periodic audits and assessments to verify our compliance with PCI DSS.

## How do we update this policy?

We may update this policy from time to time, to reflect changes in our practices, technologies, laws, or regulations. We will notify you of any material changes by posting the updated policy on our website, or by sending you an email, or by other means as

required or permitted by law. We encourage you to review this policy periodically, to stay informed of how we collect, use, disclose, and safeguard your information. Your continued use of our products and services, or your communication with us, after the updated policy takes effect, constitutes your acceptance of the updated policy.

## How to contact us?

If you have any questions, comments, or concerns about this policy, or about our privacy practices, please contact us at:

IRIS Computing Pty Ltd

46 Main Road

Moonah TAS 7009

Australia

Phone: +61 3 6213 3700

Email: [privacy@iriscomputing.com.au](mailto:privacy@iriscomputing.com.au)