

# CHILL IT PRIVACY POLICY

## WE COMMIT TO PROTECTING YOUR PRIVACY AND SECURITY

**Chill IT Pty Ltd** ABN 83 137 898 296 of Suite 1, 9 Australia Ave, Sydney Olympic Park in New South Wales (“**Chill IT**”) is committed to the robust privacy protection for our ‘clients and suppliers’ (you) and your information. Our Privacy Policy (“Privacy Policy”) is designed to help you understand how we collect, use and safeguard the information you provide to us and to assist you in making informed decisions when using our Service.

Chill IT will handle your personal information in a responsible manner in accordance with the NSW Privacy and Personal Information Protection Act 1998 (PIIP Act) and the Australian Privacy Principles (APPs).

By using any of our products or services or giving us your personal information, you agree to your information being collected, stored, used and disclosed as set out in this Privacy Policy.

## INFORMATION WE COLLECT

Confidential information such as personal and commercially sensitive information is often required for Chill IT to supply its services to you. Such Confidential Information may include but is not limited to internal information about

- Staff identities and contact information (eg email addresses, phone Numbers)
- Passwords
- Business plans
- Current and proposed product
- Software
- Schematics or Algorithms, and
- Technical information which relates to the workings of your communication services, IT infrastructure or networks, cloud services, websites, databases and overall security.
- Credit information
- Your supplier or end-customer information

The information provided by you may be used by Chill IT solely for the purpose of delivery of Chill IT’s services, evaluating future Chill IT’s services or business relationships. The provision of the information shall not be construed as creating an express or implied license to otherwise use or disseminate the information.

It is in our mutual interest to take reasonable steps to ensure that your information is accurate, complete and up-to-date. However, we rely on you to advise us of any changes or corrections to the information we hold about you. If you consider that the information we hold about you is not accurate, complete or up-to-date, or if your information has changed, please let us know as soon as possible.

## **WHY DO WE COLLECT THIS INFORMATION?**

This information is necessary for us to provide you with the IT products and services you have requested from Chill IT. It is also used to provide you with information about products and services that may be of interest to you; to improve the products and services we provide; and to enable us to conduct our business, including managing any credit we have provided to you and meeting our legal and regulatory obligations. If you do not provide your personal information, we may not be able to supply the requested product or service or otherwise deal with you.

## **HOW IS CONFIDENTIAL INFORMATION COLLECTED?**

We only collect personal information by lawful and fair means. We usually collect personal information from:

### **1. Standard Business Practices**

- a. Information provided to Chill IT on request for the supply of our services, for example
  - i. Forms, documents completed by you
  - ii. Contact lists
  - iii. Network information
  - iv. Authorisations, user IDs, password
  - v. Content updates for websites, mobile applications etc
- b. Business meetings, interviews, business cards and telephone calls
- c. Electronic communication Eg website, e-mails and attachments, electronic forms
- d. Subscribing to Chill IT website, newsletters or other marketing material
- e. Our website [www.chillit.com.au](http://www.chillit.com.au)
- f. Third parties – for example, from recruitment agencies and your representatives or agents;

### **2. Technological or IT Support Tools and Practices**

- a. **IT Reporting & Diagnostic Tools**
  - i. Allows Chill IT to monitor and manage your communication services, IT infrastructure or networks, cloud services, websites, databases and overall security.
  - ii. This enables security, software and network management applications to provide Chill IT with information about events or incidents in your IT environment.
  - iii. Allows Chill IT to provide proactive patching of devices for security and version updates.
  - iv. This includes end user or device specific reporting, use of remote network agents (See below)
  - v. Examples of tools that Chill IT uses, but not limited to, include

1. ConnectWise Control
2. ConnectWise Automate
3. Rapidfire
4. LogMeIn

**b. Remote Network Agents:**

- i. These enables a remote session to be set up to access your network and devices to identify and resolve issues.
- ii. The agent(s) can be installed semi-permanently on your network or created as a new agent each time. The semi-permanent agent allows Chill IT immediate access to provide fast support and does not require to be individually authorised each time.
- iii. A remote session is active for as long as Agent is running. Once the Agent window is closed, the session is terminated.
- iv. Chill IT installs the semi-permanent agent as the default support option and you will need to advise if you do not want this.
- v. If you chose the agent to be installed each time you accept that this will increase the time (chargeable) to resolve tickets and that Chill IT may not be able to immediately resolve the issue if the device is unattended.

**c. Your Website**

- i. In an effort to improve the quality of the Service for websites we host or manage, we track information provided to us by your browser.

## **YOUR RIGHTS REGARDING THE USE OF YOUR INFORMATION**

You have the right at any time to request us

- to restrict or stop use of your confidential information
- to restrict or stop access to your communication services, IT infrastructure or networks, cloud services, websites, databases and overall security.
- To stop contacting you for marketing purposes to update you on new services, products or information that may be of interest to you. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional e-mail.

## **CHANGES TO OUR PRIVACY POLICY**

Chill IT reserves the right to change this policy or any part of it at any time. We will notify you of significant changes to our Privacy Policy by sending a notice to the primary email address specified in your account. Any revised policy will be placed on our website at

<https://www.chillit.com.au>. Your continued use of our website, products or services, requesting our assistance, or the provision of further personal information to us after this Privacy Policy has been revised, constitutes your acceptance of the revised Privacy Policy.

Please review this Policy periodically for changes.

## **HOW WE PROTECT INFORMATION**

We implement security measures and internal policies designed to protect your information from unauthorized access, misuse, disclosure, loss or other interference. We invest in digital security to protect your information from potential security breaches by implementing certain technological security measures including

- encryption,
- firewalls
- anti-virus protection
- password access and authorised access restrictions
- secure servers
- socket layer technology.
- physical security over paper-based and electronic data storage and premises

However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such firewalls and secure server software. By using our Service, you acknowledge that you understand and agree to assume these risks.

## **CONTACT US**

If you have any questions or complaints regarding this Privacy Policy or the practices of this Site, please [contact us](#).

Please contact Chill IT's CEO if you have any questions about this Privacy Policy:

- i. email: support@chillit.com.au
- ii. in writing: CEO, Suite 1, 9 Australia Ave, Sydney Olympic Park NSW 2127
- iii. by telephone: 1300 796 246

## **Last Updated**

This Privacy Policy was last updated on 2<sup>nd</sup> April 2019