



1st July 2017

Privacy Policy

Introduction

This Privacy Policy sets out our commitment to protecting the privacy of your personal information that we collect through our website www.mybpm.com.au (**Site**), any of the websites listed therein or directly from you. You providing us with personal information indicates that you have had sufficient opportunity to access this Privacy Policy and that you have read and accepted it. If you do not wish to provide personal information to us, then you do not have to do so, however it may affect your use of this Site or any products and services offered on it.

Type of personal information collected

Personal Information: The type of personal information we collect may include is set out on our website. If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.

Collection and use of personal information

The personal information we collect is used to provide you with sales and technical support, billing and credit control, product upgrades and information, renewal notices, maintenance notices, system changes and other functions relevant to your services with us.

You may stop the delivery or "opt out" of sales related email from BPM Australia by following the specific instructions in the email you receive. These instructions will tell you how to remove your name from our sales email list.

We may use your personal information to:

- contact you as required to fulfil our obligations under our hosting and support service agreements
- contact you in relation to your use of our services
- maintain a technical and account history of your dealings with us
- comply with our reporting and other obligations to third party suppliers and licensors

We will treat all information we collect from you as strictly confidential. BPM Australia 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 BPM Australia) any personal information that you may have provided to us unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

We will disclose your personal information, without notice or your consent, only:

- if 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.
- to protect and defend the rights or property of BPM Australia
- if we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you
- to contractors providing licensed collections services, credit card payment processing and CRM services, who comply with our privacy and security policies;
- if we sell our business or part of it



Disclosure of your Information to Third Parties

We may supply your personal information to third parties to perform services on our behalf such as the distribution of marketing information to you (except where you have chosen to opt out of receiving this information from us);

Our relationships with such third party service providers are governed by our contracts with them. Those service contracts contain privacy and confidentiality provisions which are consistent with the Australian Privacy Law obligations.

Security

BPM Australia 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 that 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.

In order to protect the security of personal information our web servers support the use of the Secure Socket Layer (SSL) Protocol where appropriate. Using this protocol, information transferred between our systems is encrypted.

Other Disclosure by you

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.

If you collect personal information which you keep on servers provided by BPM Australia as part of our service to you (including email), you alone are responsible for compliance with the Privacy Act 1988 in respect of that information. We take no responsibility for your dealings with personal information you collect.

Children's Privacy

BPM Australia does not knowingly collect, use or market any information to children.

Complaints

If you have a complaint about any aspect of our Privacy procedures, please contact our Privacy Officer on privacy@bpm.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.