

Privacy Policy *(Updated August 2023)*

Vocal Networks Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

Acceptance

By you sending an email, support request, using any website of Vocal Networks, or by installing, accessing and/or using the products and services offered by Vocal Networks, you consent to the collection of information in accordance with this Privacy Policy and other agreements between us. You acknowledge and agree that your use of Vocal Networks' websites, services or products constitutes your acceptance of this Privacy Policy.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, gender, date of birth, email addresses, phone and facsimile numbers. In order to provide our services, we may also collect and store details provided by you including IP addresses, user account details, job description, employer name and address in relation to the systems that we and our clients support and provide.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website vocalnetworks.com.au, from your website, from your employer or employer's brand distribution channels, from media and publications, from other publicly available sources, from cookies, from our IT helpdesk ticketing systems and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information

for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as 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.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Links to third party sites

Vocal Networks website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website. Third party providers / websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Vocal Networks Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Telecommunications and internet

Telephone equipment, e-mail addresses, intranet and internet along with internal social networks are provided by Vocal Networks primarily for work-related assignments. They are a tool and a company resource. They must only be used in accordance with internal company policies.

Vocal Networks does conduct general monitoring of web usage, e-mail communications or intranet/ internet primarily to defend against attacks on the IT infrastructure or individual users or to detect misuse of company resources. Measures that may be implemented on the Vocal Networks network include services that block technically harmful content or that analyse attack patterns. For security reasons, the use of telephone equipment, e-mail addresses, the intranet/internet and internal social networks can be logged for a temporary period.

Personal data collected about a specific person under this section must only be used in case of suspected violations of laws or Vocal Networks policies and in accordance with local laws.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Unit 505, 15 Orion Road, Lane Cove West, NSW 2066.

info@vocalnetworks.com.au

02 8355 1835