

CySEP PRIVACY POLICY 2021

This privacy policy explains how CySEP uses the personal data we collect from you when you use the Services. To assist understanding, words and phrases defined in the Terms of Service are used in this privacy policy.

Types of data collected

When you register to use the Services, our website, create a CySEP identification, or contact us for support or other offerings, CySEP collects information that identifies you.

This includes your:

- name;
- date of birth;
- company name;
- email address;
- telephone number;
- address;
- country;
- IP address;
- payment/billing information;
- eligibility information;
- types of apps and websites of interest;
- content of customer support communications.

To help keep our databases current and to provide you with the most relevant content and experiences, we may combine information provided by you with information from third party sources in accordance with applicable law. For example, the size, industry, and other information about you (where you are a company or other business entity) may be obtained from sources such as professional networking sites and information service providers. CySEP also obtains information and data generated by the use of the Services by you and your personnel. Clause 4 of the Terms of Service provides for CySEP's access to and use of such information and data.

Data collection

The majority of information and data CySEP collects about you will be provided directly by you to CySEP. We collect and process your data when you:

- register for the Services, whether online, by email, in writing or in discussion with CySEP's personnel;
- voluntarily complete a customer survey form or otherwise provide feedback to us;
- use the Services or our website;
- subscribe to mailing lists or newsletters;
- have on-going communications with us for any reason relating to the Services or any other matter.

Data use

CySEP uses the information and data we collect for the following purposes:

- fulfilling our obligations under the Terms of Service;
- providing you with access to the Services;
- verifying your identity and confirm payments made by you;

- sending communications to you;
- providing you with customer service and support;
- analysing your use and measuring effectiveness of the Services to better understand how they are being used so they can be improved and better serve your needs;
- sending you information about CySEP's products and services, special offers or other related matters;
- diagnosing problems with the Services or our website;
- conducting surveys and market research about our customers, their interests, effectiveness of our business, and customer satisfaction;
- investigating any comments or complaints that you may send us;
- in connection with any legal claims or disputes, or if use or disclosure is otherwise required by law;
- manage subscriptions, marketing and mailing lists;
- promote and manage employment opportunities;
- to detect, prevent or otherwise deal with fraud.

Note that we may provide raw or statistical data to third parties for the purposes of better understanding cybersecurity awareness in the community. No personal information or data which identifies individuals or organisations in any way will be disclosed to any third party without consent.

Consequences of not providing information or data

If you do not to supply any requested personal information, we may be delayed or prevented from satisfying your request or enquiry or otherwise doing business with you.

Data storage

CySEP uses secure cloud based data storage facilities using reputable providers. Some information and data will also be stored on hardware owned and operated by CySEP. We understand that the security of your personal information is important. We provide reasonable administrative, technical, and physical security controls to protect your personal information and data. However, despite our efforts, no security controls are 100% effective and CySEP cannot ensure or warrant the security of your personal information.

Data retention

Most personal information we have about you will only be retained for as long as you are an active user of the Services. When you close your account, we begin deleting certain personal information and data that we no longer have a business reason to retain. However, we typically retain personal information related to our contract and business transactions with you for seven years after your last interaction with us.

Third parties

CySEP will not share your information or data with any other organisations other than related companies and those third party service providers directly related to the provision of services or products to you.

Where applicable information is shared with these third parties, they are obliged to observe the confidential nature of such information and are prohibited from using any or all of this information other than for the purpose for which it was provided.

These providers may include:

- business partners, vendors or contractors to provide requested services, products or facilitate transactions, including processing of orders, assisting with sales-related activities or post-sales support, and providing customer support;
- in connection with, any joint venture, merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or to another company.
- to protect the rights, property or safety of CySEP, its employees, business partners, you, or others, or as otherwise required by applicable law;
- where you consent to the sharing of your personal data.

We may be required to disclose information under exceptional circumstances such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes.

CySEP does not share, sell or trade your personal information gathered online, such as email addresses, phone numbers or postal addresses.

Overseas third parties

If we give information and data to a third party which is based overseas, we will take reasonable steps to ensure that the overseas service provider does not breach any privacy requirements in relation to that information. However, if you consent to the disclosure of your information and data to an overseas third party used by CySEP, then we are not required to comply with this requirement.

By providing us with your information and data, you consent to our disclosure of that information to an overseas third party which is not accountable under the Privacy Act and that you may not be able to seek redress under the Privacy Act or under and laws in the jurisdiction in which the third party is based.

Discontinuance

If you prefer not to receive promotional information from CySEP or if you do not want your information used to enhance your interactions with CySEP, please let us know by contacting hello@cysep.com.

Any information that we no longer require is destroyed securely. An exception to this may be retention of the information for data analysis. However, if this occurs, the information will be retained in a form that does not allow you to be identified from that information.

Access, accuracy and correction

You have a right to seek access to information which CySEP holds about you. You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.

While CySEP takes all reasonable precautions to ensure that your information and data is complete and up to date, you must inform us as soon as possible if you notice any changes or errors in your information and data held by us. We will take all reasonable steps to correct any information and data that you satisfactorily confirm requires updating.

CySEP takes all reasonable steps to make sure that the personal information that we collect, use or disclose is accurate, complete and up to date. CySEP may from time to time contact you to check that our information is accurate and up to date.

Security

We take all reasonable steps to maintain the security and integrity of your information and data to protect your information and data from misuse, interference and loss and unauthorised access, modification or disclosure.

If you submit or post information and data by email or over the internet, you should be aware that these methods are not completely secure and we cannot guarantee the security of any personal information that you submit or post by these methods.

Links to other websites

This site may contain links to sites and applications operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party site or application and we are not responsible for any third party content or privacy statements. Your use of such sites and applications is subject to the relevant third party privacy statements.

Handling of complaints

If you have a complaint about breaches of this privacy policy, please contact CySEP directly. We will investigate your complaint. If you are not satisfied with the way that CySEP responds to your complaint, your next step is to refer your complaint to the Office of the Privacy Commissioner. It will then be dealt with by the Office of the Privacy Commissioner in such manner considered appropriate by them.

Changes to this privacy policy

We reserve the right to make changes to our privacy policy at any time. The most recent version of our privacy policy published on our website or applications supersedes all previous versions.