

Advanced Solutions Au Pty Ltd

Effective Date: 1 January 2024

Introduction

Advanced Solutions Au Pty Ltd is dedicated to delivering exceptional service and recognizes the importance of protecting the personal information of our customers. This Privacy Policy outlines our ongoing obligations and practices regarding how we manage your Personal Information.

We adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). These principles guide how we collect, use, disclose, store, secure, and dispose of your Personal Information.

You can obtain a copy of the Australian Privacy Principles from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

This Privacy Policy ("Policy") describes how Advanced Solutions Au Pty Ltd ("Advanced Solutions Au", "we", "us", or "our") collects, protects, and uses the personally identifiable information ("Personal Information") you ("User", "you", or "your") may provide on the www.advancedsolutions.com.au website and through any of its services or products (collectively, "Website" or "Services"). Additionally, it outlines the available choices you have regarding how we use your Personal Information and the means by which you can access this information and update it. This policy does not apply to any entity that we do not own or control or to any individuals that we do not employ or manage.

What is Personal Information and Why Do We Collect It?

Personal Information is information or an opinion that identifies an individual. Examples include names, addresses, email addresses, phone numbers, and facsimile numbers. We collect your Personal Information mainly to provide our services effectively and for communication regarding our services and promotions.

Methods of Personal Information Collection:

- Directly from you through interactions and communications or when you access and use our services.
- Automated technologies when you interact with our websites, which may include technical data about your activities.
- Third parties including partners and service providers who assist us in serving you better.

Purpose of Collecting Your Personal Information

The primary purpose of collecting your Personal Information is to provide and improve our services and to communicate with you effectively. This includes:

- Managing your account and providing you with customer support.
- Sending updates, security alerts, and support messages.
- Marketing purposes, including developing new promotions and products that may interest you.

You have the right to unsubscribe from our marketing lists at any time by contacting us directly.

Collection and Handling of Non-Personal Information

When you visit our websites, our servers automatically record information sent by your browser. This data may include:

- Your device's IP address, browser type, and version.
- The pages of our website that you visit, the time spent on those pages, and other statistical data.
- Information about your activities on our website, which helps us understand preferences and behavior to improve our services.

Sensitive Information

Sensitive information refers to any information related to racial or ethnic origin, political opinions, religious beliefs, trade union membership, health information, or sexual orientation. Advanced Solutions Au will handle such information with the highest degree of care and only use or disclose this information:

- For the primary purpose for which it was obtained.
- For a secondary purpose that is directly related to the primary purpose and reasonably anticipated.
- With your explicit consent, or as required by law.

Third Parties

We may at times need to share your Personal Information with third parties who assist us in delivering our services. These third parties are prohibited from using your personal information for any other purpose than what has been specified. We take reasonable steps to ensure that these third parties are bound by confidentiality and privacy obligations in relation to the protection of your Personal Information.

Third-Party Payment Processors

Advanced Solutions Au uses third-party services for processing payments. We do not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express, and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

Disclosure of Personal Information

Your personal information may be disclosed in a number of circumstances including the following:

- To service providers and partners who assist us in operating our business.
- Where required or authorized by law.
- To comply with our legal obligations, resolve disputes, and enforce our agreements.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse 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 to update and correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Advanced Solutions Au 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 important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete, and up-to-date. If you find that the information we hold is not up to date or is inaccurate, please contact us so we can update our records and ensure we can continue to provide quality services to you.

How We Use and Process Collected Information

The information we collect serves as a critical component in our provision of services, and we handle it with the utmost care. We use this information to:

- Enhance and personalize your experience across our services.
- Communicate with you about services, offers, and promotions that may be of interest to you, as well as respond to inquiries and offer support.
- Conduct research and analysis to better understand how our services are used and to improve them.
- Ensure the technical functionality of our services, develop new ones, and protect the security and integrity of Advanced Solutions Au.

Non-Personal Information Collection and Use

We also collect non-personal information about your interactions with our services which does not directly identify you. This information includes but is not limited to, data like your internet protocol (IP) address, browser type, Internet service provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data. We use this information to understand and analyze trends, to administer the site, to learn about user behavior on the site, and to gather demographic information about our user base as a whole.

Transfer and Storage of Information

Depending on your location, the transfer of your information may involve transferring and storing your information in a country other than your own. You are entitled to learn about the legal bases of information transfers to a country outside the European Economic Area (EEA) or any country not providing adequate data protections as determined by the European Commission. If you have any concerns regarding the transfer of your information, you can contact us via our listed contact methods.

The Rights of Users

You have specific rights under data protection law in relation to the personal information we hold about you, which include:

- The right to access the information we hold about you.
- The right to request the rectification of any inaccurate personal information we hold about you.
- The right to request the deletion of personal information where there is no good reason for us continuing to process it.
- The right to object to our processing of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- The right to request the restriction of processing of your information, for example if you want us to establish its accuracy or the reason for processing it.
- The right to data portability, allowing you to obtain and reuse your personal data for your own purposes across different services.
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If you wish to exercise any of these rights, please contact us directly.

The Right to Object to Processing

You have the right to object to processing of your personal information if the processing is carried out on a legal basis other than consent. You may object to such processing by providing a ground related to your particular situation to justify the objection. You should know that, however, should your personal information be processed for direct marketing purposes, you can object to that processing at any time without providing any justification. To learn whether we are processing personal information for direct marketing purposes, you may refer to the relevant sections of this document.

How to Exercise These Rights

Any requests to exercise your rights can be directed to Advanced Solutions Au Pty Ltd through the contact details provided in this document. These requests can be exercised free of charge and will be addressed by the owner as early as possible and always within one month.

If the content needs to be modified further to reflect specific requirements or to adjust to the actual content of the privacy policy document you have, please let me know, and I can make those adjustments accordingly.

Privacy of Children

We do not knowingly collect any Personal Information from children under the age of 13. If you are under the age of 13, please do not submit any Personal Information through our websites or services. We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce our Privacy Policy by instructing their children never to provide Personal Information through our services or websites without their permission. If you have reason to believe that a child under the age of 13 has provided Personal Information to us through our websites or services, please contact us, and we will endeavor to delete that information from our databases.

Cookies and Tracking Technologies

We use cookies and similar tracking technologies to track the activity on our services and hold certain information. Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our services.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our services.

Data Breach

In the event that we become aware that the security of the website has been compromised or users' Personal Information has been disclosed to unrelated third parties as a result of external activity, including, but not limited to, security attacks or fraud, we reserve the right to take reasonably appropriate measures, including, but not limited to, investigation and reporting, as well as notification to and cooperation with law enforcement authorities.

In the event of a data breach, we will make reasonable efforts to notify affected individuals if we believe that there is a reasonable risk of harm to the user as a result of the breach or if notice is otherwise required by law. When we do, we will post a notice on the website, send you an email.

Policy Updates

This Privacy Policy may be updated from time to time in response to changing legal, technical, or business developments. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Policy changes if and where this is required by applicable data protection laws.

You can see when this Privacy Policy was last updated by checking the "effective date" displayed at the top of this Privacy Policy.

Acceptance of This Policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By using our website or its services you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to use or access our services and websites.

Contacting Us

If you would like to contact us to understand more about this Policy or wish to contact us concerning any matter relating to individual rights and your Personal Information, please send an email to support@advancedsolutions.com.au or write to us at:

Advanced Solutions Au Pty Ltd

32 Gibbs Street Carey Park, WA 6230 Australia

Phone: +61 863 837 533 Mail : support@advancedsolutions.com.au