



## **Privacy Policy**

Solace Technology Pty Ltd (hereby known as Solace) respects your privacy and understands your concerns about the security of your personal information. Solace is committed to protecting any personal information about you that is held by Solace as described below. Solace collects and manages your personal information in Australia, in the manner described in this advice. This Privacy Policy applies to the Solace website and governs data collection and usage. By using this website, you consent to the data practices described in this statement.

## **Australian Privacy Principals**

Most private sector organisation's in Australia are required by law to comply with the Australian Privacy Principles ("APP's") and are subject to the Privacy Act 1988 (Cth). Solace is bound by these APP's.

## **Collection and Use of Personal Information**

Any personal information which Solace collects about you will be used and disclosed by Solace to employees and contractors of Solace (if required) to enable Solace to carry out functions as a provider of professional services. Solace may also use your personal information to provide you with information about other systems or services available from us. If you would prefer not to receive this information, please let Solace know in writing and we will respect your request.

## **Security of Your Personal Information**

We intend to protect your personal information and to maintain its accuracy. Solace implements reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorised access, use and disclosure. We also require that our clients in Australia protect such information from unauthorised access, use and disclosure. Due to our clients based in Australia (only), we are not likely to disclose personal information to any overseas recipients.

## **Access to your Personal Information**

If you wish to access or update your personal information, please contact us by email to submit your request. All requests will be managed in accordance with the APP's.

## **Use of Cookie Security of Your Personal Information**

The Solace website use "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses



to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalise Solace pages, a cookie helps Solace to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, and so on. When you return to the same Solace website, the information you previously provided can be retrieved, so you can easily use the Solace features that you customised.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Solace services or websites you visit.

### **Changes to our Privacy Policy**

From time to time we may update this Privacy Policy to reflect company and client feedback. Solace encourages you to periodically review this Policy, to be informed of how Solace is protecting your information.

### **How to Contact Us**

In most cases, you can gain access to personal information that Solace holds about you. We will handle requests for access to your personal information in accordance with the APP's. If you wish to access your personal information, submit a complaint or comment on this Privacy Policy, please contact us at [information@solacetechnology.com.au](mailto:information@solacetechnology.com.au). If you are dissatisfied with our handling of your complaint, you may wish to contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

Solace Technology Pty Ltd  
PO Box 3025  
Batehaven NSW 2536  
Ph: 1300 344 070