

# Privacy Policy and Notice

This is the privacy notice of [www.connectedlivingsolutions.com.au](http://www.connectedlivingsolutions.com.au). In this document, “we”, “our”, or “us” refers to Connected Living Solutions Pty Ltd registered in Australia with ACN 64 613 270

Our registered office is at 84 Hotham Street Preston VIC 3072.

This is a notice to inform you of our policy about all information that we record about you. It covers both information that could and could not identify you and information.

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our web site are quite rightly concerned to know that their data will not be used for any purpose unintended by them and should not accidentally fall into the hands of a third party. Our policy is both specific and strict. It complies with Australian law. If you think our policy falls short of your expectations or that we are failing to abide by our policy, **do please tell us**.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our web site immediately.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site.

Here is a list of the information we collect from you, either through our web site or because you give it to us in some other way, and why it is necessary to collect it:

## 1. Business and personal information

This includes basic identification and contact information, such as your name and contact details and also includes all information given to us in the course of your business and ours, such as information you give us in your capacity as our client. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you to reciprocate this policy.

This information is used:

- 1.1. to provide you with the services which you request;
- 1.2. for verifying your identity for security purposes;
- 1.3. for marketing our services and products;
- 1.4. information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for

example relating to demographics or usage of a particular page or service.

We keep information, which forms part of our business record for a minimum of six years. That is because we may need it in some way to support a claim or defence in court. That is also the period within which our tax collecting authorities may demand to know it.

## **2. Market place information**

When we obtain information from you specifically to enable you to buy or be referred to a service offered on our web site by some other person, we assume that in giving us your information, you are also giving us permission to pass it to the relevant person.

## **3. Your domain name and e-mail address**

This information is recognised by our servers and the pages that you visit are recorded. We shall not under any circumstances, intentionally divulge your e-mail address to any person who is not an employee or contractor of ours and who does not need to know, either generally or specifically. This information is used:

- 3.1. to correspond with you or deal with you as you expect;
- 3.2. in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- 3.3. to send you news about the services to which you have signed up;
- 3.4. to tell you about other of our services or services of sister web sites.

## **4. Information you post on our website**

Information you send to us by posting to a forum or blog or in your advertisement, is stored on our servers. We do not specifically use that information except to allow it to be read, but you will see in our terms and conditions that we reserve a right to use it in any way we decide.

## **5. Website usage information**

We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you. We do not presently associate such information with an identifiable person.

## **6. Note on padlock symbols and other trust marks**

Many companies offer certification and an icon or other small graphic to prove to site visitors that the site is safe. Some certify to a high level of safety. Others are more concerned to take our money than to provide a useful service. We do not handle information about your credit card so do not subscribe to any such service.

## **7. Third party advertising**

Third parties may advertise on our web site. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects your IP address when they send an advertisement that appears on our site to your browser. They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts. We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

## **8. Information we obtain from third parties**

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

## **9. Content you provide to us with a view to be used by third party**

If you provide information to us with a view to it being read, copied, downloaded, or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the

privacy level of every person who might see your information. If it is available to all the World, neither we nor you have no control whatever as to how it is used.

## **10. Re-marketing**

We may use re-marketing from time to time. This involves Google or some other supplier placing a tag or marker on your website in order to be able to serve to you an advert for our products / services when you visit some other website.

## **11. Affiliate information**

This is information given to us by you in your capacity as an affiliate of us or a customer or client of ours. Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect any affiliate to agree to reciprocate this policy. As an exception to this, we have the right to disclose your first name and URL of your affiliate connection to other affiliates and to any other person or organisation, on and off site. The reason is solely to enable us to mention winners and others whose performance as an affiliate is in some way outstanding.

## **12. Use of site by children**

We do not market to children, nor do we sell products or services for purchase by children. We do sell products and services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

## **13. Disclosure to Government and their agencies**

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

## **14. Compliance with the law**

This confidentiality policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

## **15. Review or update personally identifiable information**

At any time, you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

## **16. Removal of your information**

If you wish us to remove personally identifiable information from our web site, you may contact us at <https://www.connectedlivingsolutions.com.au/contact/>. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

## **17. Complaints procedure**

- 17.1. If you have a complaint about how we are collected or handled your personal information, please contact us. We will endeavour in the first instance to deal with your complaint and take action to resolve the matter.
- 17.2. If your complaint cannot be resolved at the first instance, we will ask you to lodge a formal complaint in writing, explaining the circumstances of the matter that you are complaining about, how you believe your privacy has been interfered with and how you believe your complaint should be resolved.
- 17.3. We will acknowledge receipt of your formal complaint and indicate the timeframe that you can expect a response. We will endeavour to resolve the complaint as quickly as possible, but if the matter is complex and our investigation may take longer, we will let you know when we expect to provide our response.

- 17.4. If you are unhappy with our response, you may refer your complaint to the Office of the Australian Information Commissioner.

#### **How you can contact us**

Emailing: [support@connectedlivingsolutions.com.au](mailto:support@connectedlivingsolutions.com.au)

**Sending** a letter to us at:

84 Hotham Street, Preston VIC 3072

Attn: Privacy Officer

**OAIC contact details:**

Officer of the Australian Information Commissioner (OAIC)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **18. Change in Privacy Policy**

As we plan to ensure our privacy policy remains current, this policy is subject to change. Please return periodically to review our privacy policy.

If you have any question regarding the privacy policy, please contact us through the contact page.