

Privacy Policy

Version 1.5

Updated 2019



2019

1. Introduction

SDL Technology is committed to protecting your privacy as customers and clients interacting with us, while providing provide high quality service to you, tailored to meet your needs.

This privacy policy applies to information we may collect about you, including how we collect it and use it, how we may disclose it, how we protect it.

The Security of our clients Personal Information is always paramount in any activity we undertake for/with you.

For the purposes of this Document, no distinction is made between Personal Information and Organisation Information. Therefore any information, either Personal Information, Confidential Information, or Organisational Information will be referred to as 'Personal Information'.

2. Collection of Personal Information

SDL Technology may have your personal information because:

- You work for SDL Technology, or you may have applied for a job or had work experience at SDL Technology;
- SDL Technology has done, or is doing, work for you or your Organisation and your or your organisation's details are required in order to provide products and services;
- You have a SDL Technology User Account or a User Account in an Application that SDL Technology provides.

SDL Technology collects personal information through but not limited to the following means:

- Creation of an Account, either instore or online or through one of our Hosted Applications
- Support or Repair services offered where a staff member will obtain your details for our records;
- Your organisation is a Supported client, and as such you may either be asked, or your employer may disclose your information to ensure you have access to the IT Support that we are contracted to provide;
- We may have mutually worked with or for each other and required your contact details to successfully follow through with work.

We recognise that the information we collect could be of a sensitive personal nature. To protect our clients and their information, we adhere stringently to very high privacy and compliance standards.

3. Use and Disclosure of Personal Information

Personal information SDL Technology collects may be used or disclosed:

- for the purposes of sending invoices or recovering overdue fees; or
- if required to by law, we may disclose your information to bodies holding legal authority to request/require/access such information.

Other than stated in this Document, SDL Technology uses all reasonable and practicable means to ensure that Personal Information is properly protected from misuse or loss, and protected against unauthorised access, modification or disclosure to any other person or organisation.

SDL Technology will never knowingly send you unsolicited messages. We may use information that you provide us with for email promotions that are catered to individual needs, for the purpose of improving the provision of services that are beneficial to our customers.

4. Security and Quality of Personal Information

SDL Technology takes reasonable and required steps to ensure that your Personal Information is kept up to date and accurate.

Storage of Information at SDL Technology may be either hard copy or electronic. Multiple levels of physical security and electronic security are used within SDL Technology to ensure the security of the Personal Information that is stored.

SDL Technology employs the following protection protocols:

- Employees are required to sign Confidentiality Agreements and observe obligations of confidentiality throughout their employment.
- Any Hard Copies are kept in secure areas with restricted access.
- Multiple levels of IT Security solutions are used.

You may request what personal information SDL Technology is holding.

You can contact SDL Technology about your Personal Information and privacy issues/concerns by direct mail, telephone or email-as follows.

Accounts Department

SDL Technology

785 Stanley Street
Woolloongabba
QLD, 4102

Phone: 07 3137 0665

Email: accounts@sdltechnology.com.au

SDL Technology

Phone: (07) 3137 0665

E-Mail: info@sdltechnology.com.au

Web: www.sdltechnology.com.au