

## **Privacy Policy**

House of I.T – Communications & Business IT Support Services, Australia & The Philippines

### **About Us**

House of I.T offers a range of IT development, implementation and maintenance services. We collect personal information to provide these services, understand and meet your needs, conduct and administer our business, inform you of improvements and to meet legal obligations.

### **Collection of personal information**

The types of information we may collect directly from you (by online forms, emails, telephone and face to face meetings) include identification information: such as your name, title, company name, ABN, ACN, address, e-mail address, telephone number and fax number.

We also may collect information about your interest in and use of our services.

Our terms also include when you visit our site, we may request that you provide information to participate in our activities and offerings, including voting in polls, participating in our surveys or otherwise expressing an opinion about our services.

In addition, like when you visit most other web sites, certain information is automatically logged about your visit to House of I.T's website. This information may include your IP address, which is the number assigned to your computer whenever it is connected to the Internet, your operating system, screen settings, Web browser software, and referring Web site.

This information is used for system improvement and administration, security, statistical analysis purposes, and other internal business purposes.

We may keep a record of your payment history and, if warranted, collect personal information from third parties such as credit reporting agencies. If you seek payment on credit, we will collect more detailed business information from you (including banking details, financial history and current financial position) to determine your credit eligibility.

In order to deliver the services you require, we may be requested by you to implement systems which allow you to obtain information – which may include personal or sensitive information – about tracking and monitoring of web usage within your organization.

## **The Terms of the use of personal information**

Your personal information may be used to:

- respond to your inquiries about our services or to describe our offerings (e.g., to provide you with a capabilities brochure)
- communicate to you information on the latest in news and updates about our activities and offerings or to address your questions
- provide the services you require
- administer and manage those services, including charging and collecting debts
- conduct credit-worthiness checks
- determine your eligibility for credit
- improve and develop our services, systems, administration and security and inform you of these improvements.

Aggregated personal information may also be used for marketing purposes, such as communication of customer satisfaction survey results to potential clients.

In addition, we are obliged to disclose personal information:

- in response to legal process, for example, in response to a court order or a subpoena
- in response to a law enforcement agency's request or where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or to comply with legal or regulatory obligations.

## **Our Terms regarding Disclosure of personal information**

Personal information may be disclosed to external service providers only in relation to us providing our services to you. These organisations may be contracted for the repair and maintenance of hardware.

In order to provide the services you require some personal information may be used in cloud based service systems (primarily hosted in the US & Singapore). We do not sell or license your personal information to third parties.

## **Opt-Out**

As noted above, we may contact you in response to your queries or to provide you with information about services that may be of interest to you. If you prefer not to receive this communication from us, just [Contact us](#).

### **Security**

We take reasonable steps to put in place appropriate physical, electronic, and managerial procedures to maintain data security and to safeguard all personal information we hold from unauthorised access, modification or disclosure, misuse, loss or interference.

If we no longer require your personal information, we will take reasonable steps to destroy or permanently de-identify the personal information.

### **Correction**

We take all reasonable steps to ensure that personal information held by us is relevant, accurate, complete and up-to-date. Please help us by keeping us informed of any changes to your personal information and letting us know if there are any errors in your personal information.

### **Terms of Access**

Under Australian privacy laws, you may be able to obtain a copy of the personal information that we hold about you. There are some exceptions to your rights in this regard. You can [Contact us](#) to make this request and we will assess and respond to your request within a reasonable period.

We reserve the right to charge a fee for searching and providing access to your information.

### **Contact us**

If you have any questions, complaints or concerns about our terms or how House of I.T treats your personal information or implementation of our privacy policy, you may [Contact us](#) or call us on +61 1300 791 219 or +63 32 265 5670. We will assess any complaints or concerns within a reasonable period where appropriate provide written reasons for decisions.

For all Privacy enquiries, requests for access, correction or complaints just [Contact us](#).