

# ABC Software Limited

## Privacy Policy

ABC Software take your privacy very seriously. This privacy policy ('policy') sets out how ABC Software manage and handle personal information. ABC Software encourage you to read this policy carefully so you understand what ABC Software do, and so you can make informed decisions about sharing personal information with us. By using our website, social media and/or our software you consent to the terms of this policy.

### **What ABC Software do**

ABC Software provide custom computer software and web applications that support the effective and efficient running of a business. Data and information is captured and where necessary is held on applicable servers. This includes information about the business, its activities and its individuals.

### **How ABC Software receive information directly from you**

ABC Software collect personal information directly from you when you;

- use our software, web applications or any other services,
- visit our website and social media platforms
- post on our blog,
- contact our support team, and

ABC Software may use the personal information ABC Software have collected from you for the purposes of providing our services to you including;

- Verifying your identity,
- Administering our services,
- Notifying you of any new, or updated services,
- Carrying out marketing, or training relating to the service,
- Assisting with the resolution of technical support or other related issues,
- Complying with laws and regulations in applicable jurisdictions, and
- Communicating with you.

By using our services and software, you consent to your personal information being collected, held and used in this way, and for any other use you authorise. ABC Software will only use your personal information for the purposes described in this policy or with any other express permission you give us.

It is your responsibility to keep your passwords for our software and services safe and to notify us as soon as possible if you become aware of any misuse of your password.

If you choose not to provide your personal information it may mean that ABC Software are not able to provide you services.

### **Other ways ABC Software may receive information about you, from you or others**

Through the use of our software, or our services ABC Software may collect information from you about you or about someone else. Following are examples of information ABC Software collect and how ABC Software use it;

#### Email Addresses

ABC Software record your email address when you subscribe to any of our services. It will only be used for the purpose for which you have provided it. ABC Software will not use your email address or any of

your personal details for any other purpose without your consent and ABC Software will not disclose your email address without your consent.

### Clickstream Data

When you visit our website, a record of your visit will be made by our Internet Service Provider. This will include your IP address, your geographical information, the date, time and duration of your visit to our site, and the type of browser and operating system you used. This information is used to help us with our digital strategy.

### Cookies and software user monitoring

A cookie or software monitoring tool is a small text file that can be stored on your machine when you visit our website, or use our services. This information is used to;

- Assist us to better understand when you are using our services,
- Provide you with further information about the uses and benefits of our services,
- Aggregate information to inform ongoing software developments, and
- Otherwise to improve our services.

These cookies identify your computer but not you personally.

You can set your browser to notify you when you receive a cookie so you have an opportunity to accept or reject it in each instance. If you reject a cookie it may have a negative impact on the functionality and usability of the Website. ABC Software do not respond to, or honour "Do Not Track" requests at this time.

### Social Media

ABC Software use a range of social media tools to communicate with others about our work. When you access our social media or communicate with us through these services, those services may collect your personal information. This can include recording your visit and navigation. These social media services will have their own privacy policies which are separate to ours.

If as part of using our services you provide us with personal information about someone else you must ensure that you were authorised to do so and to ensure that you have obtained permission for us to collect, use and disclose that information for the purposes described in this policy without us having to take any further steps required by applicable data protection or privacy laws. This means that you must take reasonable steps to ensure others are aware, and consent where required to;

- Their personal information being collected,
- The purposes for which that information is being collected,
- The intended recipients of that information, and
- The individual's right to obtain access to that information.

### **Storing your personal data**

ABC Software only use top tier, third party providers for data hosting and server storage. These hosting providers (who) locate their servers worldwide for continuity of services. This means that your personal information may be hosted in countries other than New Zealand. The role of the hosting provider is limited to providing a hosting and storage service to us. ABC Software have taken security measures to ensure that once ABC Software have received your personal information that hosting services do not have access except for the purpose of storing it.

Transmission of personal information over the internet is at your own risk and you should only enter, or instruct the entering of, personal information within a secure environment. ABC Software will notify you if ABC Software discover or are advised of a security breach if your personal information is lost, stolen,

accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

By entering personal information into our services, you consent to that personal information being hosted on servers that could be located anywhere in the world. If you do not want your personal information to be transferred to a hosting provider then you should not provide us with your personal information, or use our services.

### **Disclosing your personal information**

ABC Software will only disclose the personal information to others if it is necessary and appropriate to facilitate the purpose for which it was collected pursuant to this Policy.

ABC Software will not otherwise disclose your personal information to a third party unless you have provided your express consent or ABC Software are required to comply with any court orders, subpoenas, or other legal process or investigation. Where permissible and possible ABC Software would notify you that ABC Software were required to provide your personal information by law.

You may request access to the information ABC Software hold about you or an update or correction to any personal information ABC Software hold about you. ABC Software will process your request as soon as reasonably practicable, provided ABC Software are not otherwise prevented from doing so on legal grounds. In some circumstances, it may be necessary for us to seek to arrange access to your personal information through a mutually agreed intermediary (for example, the software owner).

### **Transferring your personal information to third party applications**

Our service may transfer data including your personal information to and from third-party applications for software integration purposes. ABC Software have no control over and take no responsibility for the privacy practices or content of those other applications. You are responsible for checking the privacy policy of any such applications so that you can be informed of how they will handle personal information.

### **Updates to this Privacy Policy**

ABC Software reserve the right to change or update this policy at any time. Any changes will be effective upon posting to this website. Your continued use of the service will be deemed acceptance of any amended policy.

Last updated: February 2017