



OpenOffice.net Policy Manual Article - 001006

Privacy Policy Statement

Privacy Policy Statement of Bella Isora Pty Ltd trading as OpenOffice.net

This statement is effective from 1 January 2010

Commitment to privacy and responsible use of information

Privacy of our clients and customers is of utmost importance to OpenOffice.net. This includes information or opinions about clients and customers that we collect and record and which could be used to reasonably identify them.

We view privacy as a serious matter and we strictly adhere to the National Privacy Principles and the Privacy Act 1988. Privacy safeguards are also featured in our Staff Procedure and Procedures Training Manual of which this Privacy Policy is part of.

This Privacy Policy Statement sets out our company policy on how we manage personal, private & confidential information across our business.

Type of personal, private & confidential information we collect

The kind of information we collect generally includes name, address, telephone numbers and other contact details, systems and machine specifications, data backups and system security details. We may also collect information about use of products and services, and any preferences the client has.

We do not collect sensitive information, such as your political or religious beliefs, ethnic background or sexual preference.

Why we collect personal, private & confidential information

Generally, we collect and use personal, private & confidential information about clients and customers to better understand their needs and provide a range of products and services relating to their computer system and technology requirements and enable support for these systems, and to assist our internal administration and operations including accounting, risk management, record keeping, archiving, systems development and testing, and staff training.

How we collect information

Generally, we collect personal, private & confidential information directly from the client, such as when they apply for an account or request a product or service, in the course of providing the client with that product or service (e.g.: on-site technical support, over the phone support), or when they have other dealings with us.

We may collect and update that information over the phone, on-site, over the Internet, in person (when they visit us at our showroom, office or workshop), when they write to us or if they participate in our marketing campaigns.

We may also collect personal, private & confidential information through third parties such as:

- Credit referees they have given on account applications;
- Their employees and system suppliers that they have given explicit authorization to;
- Our alliance and business partners with whom we have joint marketing arrangements.

How we store information

We store personal, private & confidential information in a combination of secure computer storage



facilities and paper-based files and other records. In so doing, we have taken numerous steps to protect personal, private & confidential information from misuse, loss, and unauthorised access, modification or disclosure.

Additionally we take reasonable steps to destroy or permanently de-identify personal, private & confidential information when we no longer need it. Wherever practicable we will provide an option of interacting with us anonymously.

Other organisations and marketing to you

Because privacy is important we will not sell, rent or trade personal, private & confidential information without explicit consent.

However, to ensure a high level of service, we may disclose information about our clients to outside contractors to carry out specialised activities on our behalf, e.g. an electrical contractor, or Internet service provider.

If clients do not wish to receive marketing information and reminders from us or any of these companies, they can contact us on the contact details below to update their preferences.

To better protect our clients privacy, we impose strict requirements of security and confidentiality on all third parties as to how they handle your personal, private & confidential information. Outside contractors are not allowed to use information about clients for any purpose except to perform the services we have asked them to provide.

Access to personal, private & confidential information

We will take reasonable steps to make sure that the personal, private & confidential information we collect, use or disclose is accurate, complete and up to date. If a clients' personal, private & confidential details change, such as address or phone number, they can contact us on 1300 736 343 to update their details so we can still provide them with our services.

Following a request, we will provide a copy of any personal, private & confidential information which we hold about a client in accordance with our obligations under the Privacy Act. We may charge a fee for retrieving this information, in which case we will inform the client of the fee in advance of providing the information.

We undertake to promptly acknowledge and investigate any complaint about the way we manage personal, private & confidential information.

Our Privacy Policy

We may update our policies and this Privacy Policy Statement from time to time. The most current version will always be located on our website and is available in print from our showrooms or offices.

Contacting us

If you have any questions about this policy or if you wish to update information we hold about you or to make a complaint, please write to: The Privacy Officer, OpenOffice.net, P.O. Box 1885, TAMWORTH NSW 2340. You can also telephone us on **1300 558 564** or email our Privacy Officer at privacyofficer@openoffice.net.au.

Q&A's about Privacy and Security

The following information applies to the OpenOffice.net website, Internal electronically stored files and manual paper filing system.

Protecting the information of clients and other users of our website is important to us. Any information collected is held in strictest confidence.

What information is collected?



The type of information we can collect depends on the type of product and services we provide to you. If you visit our website to read or download information only, our system will record the date and time that the site was accessed and the information viewed or downloaded.

If you apply for an account, request a product or service or submit your credit card details to make a payment we only collect the information required to complete the transaction.

Data backups taken for restoration purposes are only held for a maximum of 30 days unless otherwise authorized.

How will you use any information which I submit?

We will use your information for the purposes that you have provided it or in any way that you give us permission to. If you apply for an account, we use the information to process your application and service your account once it is established... [See our Privacy Policy Statement for further details.](#)

Will you sell my information to other companies?

No. We never sell, trade, lease or rent any personal, private & confidentially identifiable information to other companies without your consent.

What will you do with credit card details once the transaction has been completed?

Once the transaction has taken place, all details of the credit card will be securely discarded - the details of your card will not remain with us.

How do you protect my information as it passes over the Internet?

You can feel confident that when you deal with us online, we have taken all reasonable steps to ensure that your personal, private & confidential information will not be used in anyway that you did not intend it to be used. Your information is encrypted as it travels between your computer and our servers. Encryption makes it exceedingly difficult for others to view your information. This web site uses a 128 bit Secure Socket Layer encryption.

We also monitor developments in security and encryption technologies, and we review and update our processes and procedures in line with industry standards. However, no data transmission over the internet can be guaranteed as fully secure. We do not guarantee the security of any information you transmit to us.

Once we receive your information, we make all efforts to protect the data held in our system against misuse, loss and unauthorised access. If we no longer need your information, we will destroy or de-identify it.

Do you use any tracking devices?

Whenever a page is accessed over the internet, our website records the time, date and URL (Uniform Resource Locator -global address on the internet) of the request. This information cannot uniquely identify a user. It allows us to improve our service to you and to other customers as a whole.

When I connect to another web site from your web site does this privacy and security statement still apply?

No. When you use a link from our website to other websites, those websites are not subject to our privacy policy statement. You will need to contact those websites to find out about their privacy and security policies.

What if this privacy and security statement changes?

This privacy and security statement sets out our current privacy and security policies. We may change these policies from time to time. We will notify you of these changes by publishing them on this website and making them available at our showroom at anytime - we will not separately notify you of these changes. You should check this statement from time to time. By continuing to use our services or website, you are agreeing to accept any changes we make.

If you have any other questions about this privacy and security, please contact our Privacy Officer.

You can obtain information on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's website at <http://www.privacy.gov.au>