

Privacy Policy

At Optimate.me, we are committed to protecting your privacy. We comply with applicable privacy laws in both Australia and New Zealand, including the Privacy Act 1988 (Cth) in Australia and the Privacy Act 2020 (NZ).

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you engage with us.

1. Information We Collect

We may collect personal information including:

- Name, job title, and contact details (email, phone, address)
- Company details and role-specific information
- Billing and payment data
- Account credentials for our platforms
- Records of communications (e.g., support tickets, emails, calls)
- Website usage data (e.g., IP address, browser type, usage behaviour)

We only collect information necessary to deliver our services and support.

2. How We Collect Information

We may collect your information:

- Directly from you (e.g., via forms, email, calls, meetings, or service use)
- Automatically through cookies and analytics on our websites
- From third parties, where permitted by law or with your consent

3. Why We Collect Your Information

We collect, use, and disclose personal information to:

- Provide and support our software and consulting services
- Communicate with you about your account and our offerings
- Improve our systems, security, and service experience
- Meet legal and regulatory obligations
- Manage billing and administration

4. Disclosure of Personal Information

We may share your information with:

- Our team members, contractors, and service providers
- Our software partners (e.g., Zendesk, SugarCRM, Pipedrive)
- Professional advisers (e.g., legal or accounting services)
- Government or regulatory authorities, where required by law

All third parties handling your data must comply with appropriate privacy and confidentiality obligations.

5. Cross-Border Data Transfers

Some of our platforms and providers may store or process data in countries outside of Australia or New Zealand, including the United States and Europe.

We take reasonable steps to ensure that any cross-border transfers meet the standards of both the **Australian Privacy Principles (APPs)** and the **New Zealand Information Privacy Principles (IPPs)**.

6. Data Security

We take reasonable steps to protect your personal information from:

- Loss, misuse, and unauthorised access
- Modification or disclosure

Our security measures include encrypted data storage, MFA (multi-factor authentication), secure cloud services, and internal access controls.

7. Access and Correction

You have the right to:

- Request access to your personal information
- Request corrections to any inaccurate or incomplete data

Please contact us using the details in section 10.

8. Data Retention

We retain personal information only as long as necessary for our business or legal requirements. When no longer needed, data is securely deleted or anonymised.

9. Your Rights

You have the right to:

- Lodge a complaint about our handling of your personal information
- Withdraw consent for optional uses of your data
- Opt out of marketing communications at any time

Contact our Privacy Officer if you wish to exercise any of these rights.

10. Contact Us

Privacy Officer

Optimate.me

Email: privacy@optimate.me

Australia

Phone: +61 7 3423 3551

Mail: PO Box 402, Underwood, QLD 4119, Australia

New Zealand

Phone: +64 9 886 6241

Mail: PO Box 106910, Auckland City, Auckland 1143, New Zealand

We aim to respond promptly and may work with the appropriate privacy regulator to help resolve any complaints.

11. Updates to This Policy

This Privacy Policy may be updated to reflect changes in our practices or legal obligations. The most recent version will always be available on our website.

optimate.me

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