



Privacy Policy

Introduction

Welcome to Ultimate Security Australia. This Privacy Policy explains how we collect, use, disclose, and protect your personal information. Our commitment is to respect and protect your privacy in accordance with the Privacy Act 1988 (Cth) and the National Privacy Principles (NPPs). This policy applies to our website and any interactions you have with us.

Information We Collect

a. Personal Information: Personal information is any information that can identify you. We collect personal information when you:

- Contact us via email, phone, or other communication channels
- Register for our services or subscribe to our updates
- Provide feedback or participate in surveys

The types of personal information we may collect include:

- Name
- Contact details (e.g., email address, phone number)
- Company name and job title (if applicable)
- Financial information (if applicable, e.g., payment details)
- Any other information you voluntarily provide

b. Sensitive Information: Sensitive information is information that is more personal in nature. We generally do not collect sensitive information unless it is necessary for our services or required by law. Examples include health information or information about racial or ethnic origin.

c. Usage Data: We collect information about your interactions with our website and services, such as:

- IP address
- Browser type and version
- Pages visited and time spent on our site
- Referring site or source
- Device type and operating system

d. Cookies and Tracking Technologies: Our website uses cookies and similar tracking technologies to enhance user experience, analyse site usage, and improve our services. Cookies are small data files stored on your device. You can manage your cookie preferences through your browser settings.

How We Use Your Information

We use your personal information for various purposes, including:

- **Service Delivery:** To provide and manage our services, process transactions, and communicate with you.
- **Customer Support:** To respond to inquiries, provide customer service, and manage support requests.
- **Marketing and Promotions:** To send you updates, promotional materials, and newsletters (you can opt-out at any time).
- **Improvement of Services:** To analyse usage patterns and improve our website and services.
- **Compliance and Security:** To comply with legal obligations, enforce our policies, and protect our rights and property.



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Ph 1300 850 591 | ABN: 72 168 832 013
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Company Security Licences

NSW 00010975 | ACT 17502293 | QLD 3728519 | SA ISL-264944
VIC 894 336 715 | WA SA51733 | TAS21152 | NT SFL1080



Disclosure of Your Information

We may disclose your personal information to:

- **Service Providers:** Third parties who provide services on our behalf, such as payment processors, data storage providers, and marketing services. These parties are contractually obligated to protect your information.
- **Legal and Regulatory Authorities:** When required by law, for compliance with legal obligations, or to protect our rights and those of others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new entity.

Data Security

We implement robust security measures to protect your personal information from unauthorized access, misuse, alteration, or destruction. This includes technical measures such as encryption and secure servers, as well as organizational measures such as staff training and access controls.

Access and Correction

You have the right to access and correct your personal information. If you wish to access or correct your information, please contact us using the details provided below. We will respond to your request within a reasonable timeframe, subject to any legal or regulatory requirements.

Complaints and Concerns

If you have any concerns about how we handle your personal information or believe we have breached the National Privacy Principles, you may lodge a complaint with us. We will investigate and respond to your complaint in accordance with the Privacy Act 1988.

Privacy Impact Assessments

We conduct privacy impact assessments to evaluate the impact of our activities on your privacy. These assessments help us ensure that we comply with privacy laws and regulations and that we address any potential privacy risks.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with an updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.

Data Retention

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, or as otherwise required by law. When no longer needed, we will securely delete or de-identify your personal information.

Contact Us

For any questions or concerns regarding this Privacy Policy or our handling of your personal information, please contact us at:

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