



# InferencelT

## Privacy Policy

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# 1. Introduction

At InferenceIT, your privacy is not just a legal obligation, it's a core part of our commitment to ethical and transparent business practices. As a trusted small-to-medium IT consulting company operating in Australia, we understand the importance of safeguarding personal and business information in today's digital landscape.

This Privacy Policy outlines how InferenceIT collects, uses, discloses, and protects your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It applies to all interactions with our company, including use of our website, engagement with our services, and communications with our team.

By accessing our website, engaging our consulting services, or otherwise interacting with us, you acknowledge and consent to the practices described in this Privacy Policy.

# 2. Information We Collect

InferenceIT may collect and process a range of information to deliver high-quality IT consulting and support services. This includes:

- **Personal Information:** Full name, company name, job title, email address, phone number, and other contact details.
- **Technical Information:** Device identifiers, IP address, browser type, operating system, access logs, and usage data when interacting with our website or digital platforms.
- **Business Information:** Details relevant to your organisation's IT infrastructure, systems, and consulting needs, including project specifications, service history, and support tickets.
- **Communication Records:** Any information you voluntarily provide during phone calls, emails, meetings, or other correspondence, including feedback, inquiries, or service requests.
- **Sensitive Information:** In rare cases, and only with your explicit consent, we may collect sensitive data necessary for specific consulting engagements (e.g., security audits or compliance assessments).

### 3. How We Collect Information

We collect information through various channels to ensure seamless service delivery and client engagement:

- **Direct Interactions:** When you contact us via phone, email, web forms, or in person.
- **Website and Digital Platforms:** Through cookies, analytics tools, and server logs when you browse our website or use our client portals.
- **Service Engagements:** During onboarding, project scoping, technical support, and ongoing consulting activities.
- **Third-Party Integrations:** When you use services integrated with our platforms (e.g., cloud hosting or collaboration tools), subject to your consent and applicable terms.

### 4. Use of Information

The information we collect is used to:

- Deliver tailored IT consulting, support, and managed services aligned with your business needs.
- Facilitate communication regarding service updates, technical issues, billing, and account management.
- Enhance our service offerings, website functionality, and client experience through analytics and feedback.
- Fulfill contractual obligations and comply with legal and regulatory requirements, including data protection laws and industry standards.
- Maintain internal records for operational efficiency, quality assurance, and dispute resolution.

Importantly, InferenceIT does not sell, rent, or trade your personal information to third parties under any circumstances.

## 5. Disclosure of Information

We may disclose your information to third parties only when necessary and under strict conditions:

- **Service Providers:** Trusted vendors who assist in delivering our IT services, such as cloud infrastructure providers, email platforms, cybersecurity partners, and software vendors.
- **Legal and Regulatory Authorities:** When required by law, court order, or government directive.
- **With Your Consent:** To other third parties when you explicitly authorise us to do so, such as during collaborative projects or integrations.

All third-party providers are contractually obligated to uphold privacy standards and implement robust data protection measures consistent with Australian regulations.

## 6. Data Security

InferenceIT employs a multi-layered approach to data security, including:

- **Encryption:** Secure transmission and storage of sensitive data using industry-standard encryption protocols.
- **Access Controls:** Role-based access restrictions to ensure only authorised personnel can view or modify personal information.
- **Secure Infrastructure:** Hosting environments with firewalls, intrusion detection systems, and regular vulnerability assessments.
- **Staff Training:** Ongoing education for our team on privacy obligations, data handling procedures, and cybersecurity best practices.
- **Incident Response:** A defined protocol for managing data breaches or security incidents, including notification procedures and remediation steps.

## 7. Data Retention

We retain personal and business information only for as long as necessary to:

- Deliver services and maintain client relationships.
- Meet legal, regulatory, and contractual obligations.
- Resolve disputes and enforce agreements.

When information is no longer required, we securely destroy or anonymise it using approved data disposal methods.

## 8. Access and Correction

You have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Ask us to update or amend inaccurate or outdated information.

To exercise these rights, please contact us via the details provided on our website. We will respond within a reasonable timeframe and in accordance with the APPs.

## 9. Overseas Disclosure

Some of our technology partners (e.g., Microsoft Azure, Amazon Web Services) may store data on servers located outside Australia. InferenceIT ensures that any overseas disclosures are made to entities that uphold privacy protections equivalent to those required under Australian law. We conduct due diligence and maintain contractual safeguards to protect your data across borders.

## 10. Updates to This Policy

InferenceIT may revise this Privacy Policy from time to time to reflect changes in legislation, technology, or our business practices. The most current version will always be accessible on our website.

We encourage you to review this policy periodically. Continued use of our services following any updates constitutes your acceptance of the revised terms.

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