

Privacy Policy

Who we are

Ministry of Tech is a supplier of technology products and services in Sydney, Australia.

At Ministry of Tech we are committed to maintaining the trust and confidence of our customers and those who visit our website. We do not collect, sell, rent or trade email lists or any data with other companies and businesses.

This Privacy Policy will provide detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

What information we collect

We collect contact information for individuals who represent the businesses or organisations who are interested in our products and services.

We are ordinarily only interested in the “business” contact details of those persons, however we recognise that many people provide their personal mobile phone numbers and home numbers where they may be volunteers within an organisation.

We will occasionally transact with an individual who is not a business or organisation, and therefore we will collect their details in lieu of business details.

Typically, the information that we collect is limited to the following.

- Names
- Phone Numbers
- Email Addresses
- Postal and Physical Addresses

What we do with your personal information

We use your information for three primary purposes.

- Processing and Recording Transactions
- Service Related Communication
- Marketing

Processing and Recording Transactions

We collect contact names of persons who choose to transact with us. The information collected is used to communicate invoices, statements and to facilitate communications required to complete the transaction.

In some cases, where the transaction is a subscription, the contact information will be used to communicate renewal advices and to verify the identity of persons authorised to make changes on behalf of a business or organisation.

We store that information for five years as required by Australian Taxation law.

Service Related Communication

We collect and store the contact names of persons who are considered primary or secondary contacts in relation to the provision of a product or service.

The information collected is used to communicate service outages or to contact the business or organisation to offer or arrange a service call.

In some cases, where the transaction is a subscription, the contact information will be used to verify the identity of persons

authorised to make changes on behalf of a business or organisation.

We store that information for at least the duration of any service, support or warranty period related to the products or services in question, or until we are made aware that the equipment has been decommissioned, or the service has been cancelled.

Marketing

We collect personal contact information of individuals who represent companies or organisations that they work for or volunteer with. We may also collect personal contact information for non-commercial entities, or private individuals if they offer such information.

This information is often collected at Trade Shows, or via communication sign-up forms on our websites.

When we collect this information specifically for marketing purposes, we only collect the information that they freely offer and we do not correlate that information with any other data sources.

In addition to the contact details listed above, we may also collect general information about the products and services that they may be interested in.

Our marketing lists are only used by us to inform the recipients of new products, services or offers available through our organisation.

We always provide the option for recipients to un-subscribe from the mailing list.

We will delete the information from our mailing list if we are asked to do so by the recipient in writing.

Cookies Policy

Cookies are very small text files that are stored on your computer when you visit some websites.

We use a combination of session cookies and persistent cookies in order to track how you use and experience our website, build anonymous statistical data about how our website is performing, and to power the personalisation of website content to you.

You can find more information about cookies at www.allaboutcookies.org

Access to your personal information

You have the right to view, amend, or delete the personal information that we hold about you. To request access please email privacy@ministryoftech.com.au

We will provide the information free of charge and within one month following a written confirmation and providing that the identity of the request can be verified and is considered authorised.

Rectification of personal information

If any of the information we hold on you is inaccurate or incomplete, you may ask us to correct or complete it at any time. All such requests must be made in writing and will only be actioned once the identity of the request can be verified and is considered authorised.

To request changes to your personal information please email privacy@ministryoftech.com.au

Your right of erasure, or to be forgotten

You may request the deletion of any personal information that we hold on you at any time.

Some information we may not delete if it is required by law. For example if you have paid us money, or if we have paid you money for any reason we must retain financial records for five (5) years.

Be aware that requesting deletion, unlike unsubscribing from specific emails, is total and irreversible. This means that we will also lose any record of you having ever been on our systems, including any previous instructions you have given us such as opting out of specific email types. If you re-join our systems, by voluntarily providing your personal information, you will appear to us as a completely new data subject. This does not affect your other rights in any way.

To request deletion of your personal information please email privacy@ministryoftech.com.au

Links to Other Web Sites

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Disclosure of Information

We may, from time to time, need to communicate business or organisation details to our "Upstream Service Providers" for the purposes of provisioning or servicing products and services.

As we are predominately a Business to Business provider, we consider all such information to be that of the business or organisation for which we are providing the products or services. However if an individual chooses to transact with us we will need to communicate personal information for this same purpose.

We may also need to provide personal contact information to "up-stream providers" if the contact information provided to us was personal in nature.

Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website www.ministryoftech.com.au/complaints/

Changes to this Privacy Policy

Ministry of Tech may change this policy from time to time by updating this page. This policy is effective from 24th May 2018.

Revised Thursday, 31 May 2018

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