

## **Integrated Solutions Privacy Policy**

Effective Date: 01/09/2025

Integrated Solutions is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information, and how you can access or correct it. This policy is provided free of charge and is available on our website. We can provide it in alternative formats (such as printed or accessible versions) on request.

### **What personal information we collect**

The type of personal information we may collect include:

- Name, contact details (address, email, phone number)
- Payment and billing details
- Account login or profile information
- Records of your communications with us
- Information about how you use our website, apps or services (including cookies and analytics data)
- Any other information you choose to provide us

### **How we collect personal information**

We collect information in several ways, including:

- Directly from you (e.g. when you sign up, purchase, or contact us)
- Automatically when you use our website or services (e.g. through cookies, analytics tools, and platform integrations)
- From third parties (e.g. service providers, partners, or publicly available sources where lawful)

We take reasonable steps to ensure the personal information we collect is accurate, up-to-date and complete.

### **Why we collect and use your personal information**

We collect, hold, and use your personal information to:

- Provide our products and services to you
- Process payments and manage accounts
- Communicate with you, including support and marketing
- Improve our services and customer experience
- Comply with our legal and regulatory obligations

You may opt out of receiving marketing communications at any time by following the unsubscribe link in our emails or contacting us directly.

### **Disclosure of personal information**

We may disclose your personal information to:

- Our employees, where necessary for service delivery
- Third party service providers (e.g. Cloud service providers, analytics providers, payment processors)
- Business partners, with your consent or where otherwise permitted by law
- Government agencies, regulators or law enforcement where required by law

Some of our service providers may be located overseas. Where this occurs, we take reasonable steps to ensure that your personal information is handled in accordance with the APPs.

### **Storage and security**

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

We store personal information in secure electronic systems, including through reputable third-party cloud service providers. Some of these providers may be located outside Australia.

Where personal information is stored in the cloud we take reasonable steps to ensure it is protected in accordance with the APPs. We carefully evaluate our services providers to ensure they are reputable and maintain recognised security standards.

We also maintain internal governance measure to support privacy compliance, including:

- Staff privacy and security training
- Access controls on systems
- Periodic audits and review on data handling practices

### **Access and correction**

You may request access to the personal information we hold about you, or ask us to correct it if it is inaccurate, out of date or incomplete.

Requests should be made in writing (see contact details below). We will respond within a reasonable time and in accordance with the APPs.

### **Complaints**

If you believe we have not handled your personal information in accordance with the APPs, you can contact us using the details below. We will investigate your complaint and respond as soon as reasonable practicable.

If you are not satisfied with our response, you may also contact the **Office of the Australian Information Commissioner (OAIC)**

### **Changes to this policy**

We review the Privacy Policy annually and may update it from time to time. The latest version will always be available on our website with the effective date shown at the top.

**Contact us**

If you have any questions about this Privacy Policy, or wish to make a request or complaint, please contact us at:

**Integrated Solutions Group QLD Pty Ltd**

[info@isgq.com.au](mailto:info@isgq.com.au)

617 35356500