

Privacy Policy

Effective Date: 19 October 2018

Team Computing Australia Pty Ltd (“Team”) is committed to your privacy and the confidentiality of your information. We endeavour to comply with all Australian data protection and privacy legislation and those of the countries in which we operate.

We hold and process your data in the following manner.

What types of personal data do we collect?

We collect the following types of personal data:

- Name
- Email address
- Company name
- Phone number

Team will never ask for or collect any sensitive personal data like your ethnic origin, health, religious beliefs etc. In addition, we will under no circumstances ask for personal identifiers, such as, account numbers, PINs, voice scans and credit card numbers, etc.

When do we collect personal data?

Personal data may be collected when you use the following functions:

On an opt-in (voluntary) basis for making contact by email, phone and address and for making use of website features like downloads or event registration.

When you subscribe to a newsletter, respond to a survey, fill out a form, open a support ticket, download a product or documentation, register as a customer, etc.

What personal data is used for and why?

We may use the personal data we collect from you to:

- Provide you with our products and services
- Handle your customer service requests
- Improve our products and services
- Send you newsletters about new products, special offers, other information which we think may be of your interest or for market research purposes
- Provide you with marketing material
- Ensure our legal compliance
- Statistics and analyses

We process your personal data on one of the following legal bases:

- Your consent
- When the processing is necessary for the performance of a contract or in order to take steps at the request of you prior to entering a contract
- To comply with our legal obligations

How long is your personal data stored?

In general, we do not delete your personal data unless:

- It changes
- You request us to delete it
- We are legally required to delete it

Please note that you may withdraw your consent for us to hold your personal data at any time. Please contact us, if you wish to withdraw your consent.

You can withdraw your consent by unsubscribing in the bottom of our newsletter/emails.

If you withdraw your consent, we will stop the processing of your personal data, unless we are entitled or obliged to continue the processing or storage of your personal data on another legal basis, e.g. pursuant to legislation.

Withdrawal of your consent will not affect the lawfulness of the processing prior to the withdrawal.

Your rights

You have a right to access the personal data which we process and store about you, subject to any legal exceptions.

You have the right to object to the collection and further processing of your personal data.

You have the right to correction of your personal data, or to require us to restrict the processing of your personal data.

If you so request, we will erase the personal data that we hold about you without undue delay, unless we may continue the processing on another legal basis, e.g. if the processing is necessary to defend a legal claim or to comply with a request from you.

Under certain circumstances, you may also request that we provide you with an overview of your personal data that you have provided to us in a structured, commonly used and machine-readable format.

If you wish to exercise your rights as described above, please contact us (see contact information below).

In connection with requests regarding your rights, we kindly ask you to provide us with sufficient information in order for us to handle your request, including name and email address, and to identify you. If necessary, we may ask for further information. We will reply to your request as soon as possible and no later than one month.

Personal data received from third parties

We may also receive your personal data from our business partners who provide services to you on our behalf e.g. when you buy products or services.

Team is not responsible for how our business partners/resellers/suppliers collect or store personal data. Any sensitive personal data or personal data obtained by partners without consent is not used or saved by Team.

Security

We have implemented appropriate technical and organisational security measures to ensure an adequate security level and require that trusted third parties who process your personal data do the same. Accordingly, we use our best efforts to ensure the confidentiality and integrity of your personal data.

Links

Our website contains links to other parties which we believe may be helpful to you. Team is not responsible for the privacy practices or the content of such websites. If you visit a website of a third party, you should read the privacy policy and other relevant policies of the owner of the website.

Third-party disclosure

Team does not sell, trade, or otherwise transfer to outside parties your personal data. Team does not share personal data with third parties except as necessary to complete a transaction or contract with you and always in accordance with this policy.

In certain circumstances and according to legislation it may be necessary to disclose data to public authorities. We may also disclose your personal data in order to establish exercise or defend our legal rights.

Updates to this Privacy Policy

We reserve the right to amend this privacy policy based on substantial changes in the legislation, new technical solutions, new or improved functions and to improve our website. If we make any substantial changes to the way we use your personal data we will notify you by a prominent notification on our website.

Contact information

Questions, comments and requests regarding this privacy policy are welcomed:

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