

SensibleCloud Privacy Policy

V1.30 – October 2014

SensibleCloud's understanding and commitment to the obligations outlined within the Australian Privacy Act and specifically the Privacy Principles are outlined in our Privacy Policy below. By accessing and using the SensibleCloud service, you consent to this policy and agree to be bound by it

1. SensibleCloud provides a service that involves clients (account holders) accessing a number of hosted virtual servers and storing data within it.
2. All data on SensibleCloud is stored and backed up within Australia.
3. SensibleCloud takes all reasonable steps to protect personal information we hold from misuse, loss and unauthorised access, modification or disclosure.
4. The SensibleCloud account holder (you) stores, modifies and deletes data as required and is able to download a copy of their complete data at any time or on request via Hard Drive if the data is extremely large.
5. No third party access to account holder data outside of SensibleCloud technical staff (and clients' software support staff where required by account holders) is provided. If an account is closed data is permanently deleted and the service deactivated.
6. SensibleCloud will not disclose your personal information to a third party unless you have expressed consent. However, you should be aware that SensibleCloud may be required to disclose your personal information without your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify you if we are required by law to disclose your personal information.
7. Under all and any circumstances client data stored on SensibleCloud servers remains the property of the person, corporation or organisation recorded in the service activation form – the account holder.
8. Information gathered when you subscribe to our service will not under any circumstances be provided to any third parties for use in direct marketing. You, our clients, have the right to correct any out of date or incorrect information we initially gather and keep on file.
9. SensibleCloud may collect personal information directly from you when you:
 1. register to use the service
 2. use the service
 3. contact the SensibleCloud support team
 4. visit our website
10. You can always choose not to provide your personal information to SensibleCloud but it may mean that we are unable to provide you with the service.
11. SensibleCloud collects your personal information so that we can provide you with the service. SensibleCloud may use the personal information we have collected from you for purposes related to the service including
 1. verify your identity
 2. administer the service
 3. notify you of new or changed services offered in relation to the service

4. notify you of maintenance work to be carried out
5. assist you with the resolution of technical support issues or other issues relating to the service
6. comply with Australian laws and regulations and
7. communicate with you

12. By using the service you consent to your personal information being collected, held and used in this way and for any other use you authorise. SensibleCloud will only use your personal information for the purposes described in this policy with your express permission.

13. It is your responsibility to keep your passwords to the service safe. You should notify us as soon as possible if you become aware of any misuse of your password and immediately request a change of password by completing the web-form **Change my password**.

14. All your data is stored on servers owned by SensibleCloud and located within Australia. By providing your personal information to SensibleCloud you consent to SensibleCloud storing your personal information on servers in Australia. All data remains within SensibleCloud's control at all times. If you do not want your personal information to be stored on a SensibleCloud server stored in Australia you should not use the service.

15. SensibleCloud is committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure.

16. However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the service within a secure environment.

17. We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

18. It is your responsibility to ensure that the personal information you provide to us is accurate, complete and up-to-date. You may request access to the information we hold about you, or request that we update or correct any personal information we hold about you, by emailing support@SensibleCloud.com.au.

19. SensibleCloud will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds

20. SensibleCloud will only keep your personal information for as long as we require it for the purposes of providing you with the service. However, we may also be required to keep some of your personal information for specified periods of time, for example under certain laws relating to corporations, money laundering, and financial reporting legislation.

21. You are able to opt out of any email communication. However, if you opt out of receiving billing/invoice related emails you will not be aware of charges to your account and therefore your service may be deactivated due to non-payment.

22. On some occasions clients using our service may send personal information from our service to other third parties (including Medicare, HealthLink, ATO, etc.). SensibleCloud has no control over and takes no responsibility for the privacy practices of these third parties that receive personal information from our service. You are responsible for checking the privacy policy of any third parties you send your personal information to from within our service.

23. SensibleCloud has a privacy complaints process. If you have any privacy complaint please email support@SensibleCloud.com.au

24.SensibleCloud reserves the right to change this policy at any time and any amended policy is effective upon posting to this website. SensibleCloud will make every effort to communicate any significant changes to you via email or notification via the service. Your continued use of the service will be deemed acceptance of any amended policy.