

PROVIDA SERVICES  
**PRIVACY POLICY**

# Privacy policy

'Provida Services' is committed to the lawful, fair, and transparent collection of your data.

This policy governs data collection by us and our affiliates (collectively the 'Company') when you purchase or use our products, services, software, and website (collectively the 'Services'). It was drafted to help you understand the types of information we collect from you, how we use it, as well as how we share, store, and protect it.

If you do not agree with this policy, you should not use our Services. By accessing or using our Services, you agree to this policy, which may change from time to time to better reflect our practices and applicable laws. Your continued use after we make change(s) is deemed acceptance of those changes.

## Types of information we collect

We collect information if you voluntarily provide it to us. For example, if you sign up for our Services, you might give us your name and email address. You might also give us data when you email us or give us feedback. In addition, you may submit information online through surveys, forms, portals, or other interactive activities on our website. Details about transactions you carry out through our website. It is always your choice whether or not to provide personal data. Do not provide personal data unless you are authorised to do so.

We may collect the following information directly from you:

- Personal Information
- Information that may be personally identified, such as name, address, e-mail address, and other identifier by which you may be contacted online or offline.

This policy does not apply to third-party sites that may link to, or be accessible from, our site. We do not control these third parties' tracking technologies or how they may be used. Your interactions with these sites are governed by the third parties' applicable privacy statements. If you have any questions about these sites, you should contact the responsible provider directly.



## **We may also collect information automatically**

As you interact with our website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including: details of your visits to our website and information about your computer and internet connection. The information we collect automatically does not include personal information.

The technologies we use for this automatic data collection may include cookies (refer to our Cookie Policy). You may refuse to accept browser cookies by activating the appropriate setting on your browser, but if you do you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to us.

## **How we use your information**

We use information that we collect about you or that you provide to us, including personal information to present our Services to you; to provide you with information, products, or services that you request from us; to fulfill any other purpose for which you provide it; to provide you with notices about your account/subscription, including expiration and renewal notices; to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection; to comply with legal obligations; or for any other purpose with your consent.

## **Who we share your information with**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this policy to our team members, agents, subsidiaries and affiliates who have a business need to know; to contractors, service providers, and other third parties we use to support our business; to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganisation, dissolution, or other sale or transfer of some or all of the Company's assets; to fulfill the purpose for which you provide it; for any other purpose disclosed by us when you provide the information; and/or with your consent.

We may also disclose your personal information: to comply with any court order, law, or legal process, including to respond to any government or regulatory request; and/or to enforce or apply our terms of use and other agreements, including for billing and collection purposes. If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.



## How we protect your personal information

We may store your personal data in any region or in any country where we or our service providers have facilities. We implement reasonable processes and adhere to best practices in order to protect your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the Internet is not completely secure. We will do our best to protect your personal information, but we cannot guarantee the security of your personal information transmitted to our website. Any transmission of personal information is at your own risk. We are not responsible for circumventing any privacy settings or security measures on the website. We will store your personal data only until it is no longer needed to fulfill the purpose(s) for which it was collected or as required or permitted by law; at that point, it will be anonymized, deleted, or isolated.

## Accessing and correcting your information

You can request to access, correct or delete any personal information that you have provided to us by contacting us at [info@providaservices.com.au](mailto:info@providaservices.com.au). We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.



## How to contact us

To ask questions or comment about this Privacy policy and our privacy policy and practices, contact us at:

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

## Acknowledgement

Provida Services is at Melbourne (Naarm), Victoria. We respect, and honor Aboriginal and Torres Strait Islander Elders – past, present, and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

Provida Services recognises and values individuals from diverse backgrounds, regardless of their gender, sexuality, cultural heritage, or nationality.

## Accessibility

Provida Services welcomes calls through the National Relay Service (NRS) if you are deaf, hard of hearing and/or have speech communication difficulty. Choose your access option (see About the NRS <https://www.accesshub.gov.au/about-the-nrs>) and provide our phone number (03) 9972 1436 when asked by the Relay Officer.

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<https://www.providaservices.com.au>

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