

At PaysOnline, we take the privacy of our clients and their employees very seriously. We aim to communicate our privacy policy to you in the clearest possible way. We encourage you to read this policy carefully as it will help you make an informed decision about sharing your information with us.

By accessing our Website and using our service, you consent to the terms of this Policy and agree to be bound by it and our Terms and Conditions.

## Collection of Personal Information

PaysOnline is a provider of a managed payroll service and utilises a combination of hardware and software to provide the service. PaysOnline accommodates business owners in creating employee schedules, tracking employee attendance, storing employment related information and processing payroll.

The service involves the storage of data about a company or individual. That data can include personal information. "Personal information" is information about an identifiable individual, and may include information such as the individual's name, residential and postal addresses, email address, telephone number, bank account details, taxation details, and accounting and financial information.

PaysOnline may collect personal information directly from you when you:

- register to use the service,
- use the service,
- contact the PaysOnline support team,
- post or subscribe to the PaysOnline blog, and
- visit our Website.

You can always choose not to provide your personal information to PaysOnline, but it may mean that we are unable to provide you with the service.

Through your use of the service, PaysOnline may also collect information from you about someone else. If you provide PaysOnline with personal information about someone else, you must ensure that you are authorised to disclose that information to PaysOnline and that, without PaysOnline taking any further steps required by applicable data protection or privacy laws, PaysOnline may collect, use and disclose such information for the purposes described in this Policy. For example:

- functions of the PaysOnline service,
- special offers and updates,
- newsletters,
- service announcements, and
- customer service.

This means that you must take reasonable steps to ensure the individual concerned is aware of and/or consents to the various matters detailed in this Policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information, PaysOnline's identity, and how to contact PaysOnline.

Where requested to do so by PaysOnline, you must also assist PaysOnline with any requests by the individual to access or update the personal information you have collected from them and entered into the service.

## Storage and Use of Personal Information

PaysOnline collects your personal information so that we can provide you with the service and any related services you may request. We will also use your information to improve and personalise our products and services and manage our relationship with you. In doing so, PaysOnline may use the personal information we have collected from you for purposes related to the services including to:

- verify your identity,
- administer the service,
- billing for the service,
- notify you of new or changed services offered in relation to the service,
- carry out marketing or training relating to the service,
- assist with the resolution of technical support issues or other issues relating to the service,
- comply with laws and regulations in applicable jurisdictions, and
- communicate with you.

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. PaysOnline will only use your personal information for the purposes described in this Policy or with your express permission.

PaysOnline compiles demographic and product use information, but in the aggregate only, and may make that aggregate information publicly available. Under no circumstances will PaysOnline make any personal information about an individual user available publicly in this manner.

It is your responsibility to keep your password to the service safe. You should notify us as soon as possible if you become aware of any misuse of your password, and immediately change your password within the service.

We use top tier, third party data hosting provider AWS (Amazon Web Services) to host our services on servers located in Australia. By entering personal information into the service, you consent to that personal information being hosted on servers located in Australia. AWS's role is limited to providing a hosting and storage service to PaysOnline, and we've taken steps to ensure that AWS do not have access to, and use the necessary level of protection for, your personal information. PaysOnline will remain in control of your personal information at all times, and AWS

are not permitted to access or use your personal information, except for the limited purpose of storing the information.

PaysOnline sends billing information, product information, service updates and service notifications to you via email. Our emails will contain clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the service. PaysOnline will remove you at your request.

## Aggregating Non-Personally Identifiable Data

By using the service, you agree that PaysOnline can access, aggregate and use non-personally identifiable data PaysOnline has collected from you. This data will in no way identify you or any other individual.

PaysOnline may use this aggregated non-personally identifiable data to:

- assist us to better understand how our customers are using the service,
- provide our customers with further information regarding the uses and benefits of the service,
- enhance business productivity, including by creating useful business insights from that aggregated data and allowing you to benchmark your business' performance against that aggregated data, and
- otherwise to improve the service.

## Security and Protecting Personal Information

PaysOnline 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. Your personal information is stored on secure servers that have SSL Certificates issued by leading certificate authorities RapidSSL by GeoTrust Inc., and all data transferred between you and the service is encrypted.

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. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

In accordance with our [Data Breach Policy](#), 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 where there is likely to be risk of serious harm.

## Information Sharing and Disclosure

PaysOnline will only disclose the personal information you have provided to us to entities outside the PaysOnline group of companies if it is necessary and appropriate to facilitate the purpose for which your personal information was collected pursuant to this Policy, including the provision of the service.

PaysOnline will not otherwise disclose your personal information to a third party unless you have provided your express consent. However, you should be aware that PaysOnline 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 Government 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.

## Requesting Access to your Personal Information

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 setting out your request in writing and sending it to us at [privacy@paysonline.com.au](mailto:privacy@paysonline.com.au).

PaysOnline will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested. In some circumstances, it may be necessary for us to seek to arrange access to your personal information through a mutually agreed intermediary (for example, the User with which we hold an agreement).

We'll 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.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if whether the information requires amendment. If we do not agree that there are grounds for amendment, we will add a note to the personal information stating that you disagree with it.

## Use of Cookies

In providing the service, PaysOnline utilises "cookies". A cookie is a small text file that is stored on your computer for record-keeping purposes. A cookie does not identify you personally or contain any other information about you but it does identify your computer.

We may use a combination of "persistent cookies" (cookies that remain on your hard drive for an extended period of time) and "session ID cookies" (cookies that expire when you close your

browser) on the Website to, for example, track overall site usage, and track and report on your use and interaction with ad impressions and ad services.

You can set your browser to notify you when you receive a cookie so that you will have an opportunity to either accept or reject it in each instance. However, you should note that refusing cookies may have a negative impact on the functionality and usability of the Website.

## Third-Party Applications

The service may allow you, the Subscriber, or another user within the relevant subscription to the service to transfer data, including your personal information, electronically to and from third-party applications. PaysOnline has no control over, and takes no responsibility for, the privacy practices or content of these applications. You are responsible for checking the privacy policy of any such applications so that you can be informed of how they will handle personal information.

You are responsible for transfer of your data to third party applications.

## Privacy Complaints Process

If you wish to complain about how we have handled your personal information, please provide our Privacy Officer with full details of your complaint and any supporting documentation:

- by e-mail at [privacy@paysonline.com.au](mailto:privacy@paysonline.com.au), or
- by letter to The Privacy Officer, PaysOnline, 39 Skinner Street, West End 4101, Australia.

Our Privacy Officer will endeavour to:

- provide an initial response to your query or complaint within 10 business days, and
- investigate and attempt to resolve your query or complaint within 30 business days or such longer period as is necessary and notified to you by our Privacy Officer.

If you are not satisfied with the outcome you may contact us again or may wish to contact the Australian Privacy Commissioner in writing at the following address:

- Australian Privacy Commissioner, OAIC, GPO Box 5218, Sydney NSW 2001

## Changes to our Privacy Policy

PaysOnline reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this Website. PaysOnline 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.