



Privacy Policy

Effective date: 2025

THREEDIGITAL ("we", "us", "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and share personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy applies to all visitors to our websites, clients, partners, and users of our products and services, including the Connect3 platform.

1 Information We Collect

We collect personal information necessary to deliver our services, manage our business, and maintain secure systems. The types of information we may collect include:

- Contact information: name, job title, company, phone number, and email address.
- Account and system data: usernames, credentials, and activity logs for systems we manage or integrate (e.g., Connect3).
- Business information: details relating to your organisation, systems, and technology requirements.
- Payment and billing details: only as required for invoicing and account management.
- Website usage information: collected through analytics, cookies, and similar technologies to help us improve our website experience.

We do not collect or store sensitive personal information unless it is directly relevant to the services we are engaged to provide and we have your consent.

2 How We Collect Information

We collect information in several ways, including:

- directly from you when you contact us, submit forms, sign up for webinars, or request information;
- during the course of providing consulting or implementation services;
- through your use of our systems, such as Connect3 or support portals;
- from publicly available sources or third-party providers (e.g., LinkedIn or integration partners) where permitted by law; and
- automatically through our websites via cookies and analytics tools.

You can disable cookies through your browser, but some parts of our website may not

function properly without them.

3 How We Use Personal Information

We use personal information for purposes such as:

- providing, supporting, and improving our products and services;
- managing client relationships, billing, and support requests;
- setting up and maintaining system access for authorised users;
- sending service updates, announcements, and educational content (you can opt out of marketing communications at any time);
- fulfilling legal, contractual, or regulatory obligations; and
- improving our website and user experience.

We do not sell or rent your personal information.

4 Disclosure of Information

We may share personal information only where necessary to provide our services or where required by law. This may include:

- service providers and partners who assist us in hosting, integration, support, or analytics functions;
- regulatory or government authorities where disclosure is required by law; and
- business transfers, if we sell or transfer part of our business or assets, relevant information may be transferred to the acquiring entity, subject to confidentiality obligations.

All third parties we engage are bound by confidentiality and privacy obligations consistent with this policy.

5 Data Storage and Security

We store data on secure servers located in Australia and New Zealand. We implement reasonable physical, administrative, and technical safeguards to protect personal information from unauthorised access, misuse, alteration, or disclosure. Access to client data is restricted to authorised personnel who require it to perform their duties.

6 Cross-Border Disclosure

We generally do not disclose personal information outside Australia or New Zealand. If we do engage overseas service providers (for example, for cloud hosting or software tools), we take reasonable steps to ensure those providers comply with Australian privacy standards or comparable protections.

7 Data Retention

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected or as required by law. When information is no longer needed, it is securely deleted or anonymised.

8 Access and Correction

You may request access to, or correction of, the personal information we hold about you by

contacting us. We will respond within a reasonable timeframe and may require verification of your identity before releasing information.

9 Marketing and Communications

We may send you information about products, events, and services we believe may interest you. You can opt out of marketing communications at any time by using the unsubscribe link in our emails or contacting us directly.

10 Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices or content of those external sites.

11 Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website, and significant changes will be communicated where appropriate.

12 Contact Us

If you have any questions, concerns, or complaints about how we handle personal information, please contact us:

THREEDIGITAL

PO Box 634, Banora Point NSW 2486, Australia

Email: hello@threedigital.com.au

Website: <https://www.threedigital.com.au>

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.