

In the course of carrying on our activities, MyCISO Pty Ltd (ABN) 97 649 173 535 whose principal office is at Level 13, 50 Margaret Street, Sydney NSW 2000, Australia (us/we/our) will collect, store, use and disclose personal information. We are committed to the protection of your personal information and will use appropriate measures to ensure we comply with Australian privacy law and the European General Data Protection Regulations (GDPR) (if and as applicable).

This Privacy Policy sets out how and when your information will be collected, stored and used by us. By visiting [www.myciso.co](http://www.myciso.co) and other associated websites, you acknowledge you accept the terms of this privacy policy.

### **Personal information**

Personal information is information or an opinion about an identified or reasonably identifiable individual, whether or not the information or opinion is true and whether or not the information is recorded in a material form.

You may also provide us with personal information voluntarily, for example, by using our services and filling in forms on our website.

### **Types of personal information we collect and hold**

We collect and hold personal information about individuals for the provision of our products and services and purposes connected to those products and services

Consistent with the provision of our products and services, the types of personal information we may collect, and hold include individuals' name, address, telephone number, email address, financial information and any other information you have voluntarily shared with us in the course of the provision of our products and services.

### **How we collect and hold personal information**

We may collect personal information directly from you in the course of providing our products and services, from our website and/or directly from you. You directly provide us with most of the data that we collect, however we also collect data indirectly from our website and from our Partners. We may collect and hold personal information disclosed to us by third parties when they engage us to provide our products and services. We will only do so where those third parties have the right to disclose to us that personal information.

Personal information is held securely, is subject to various security protections and is held only for as long as the information remains relevant to the purpose for which it was collected. Our internal policies and procedures strictly govern the way we hold our clients' personal information.

We securely store your data with safety precautions taken broadly in the alignment with best practice recommendations for data security and privacy.

MyCISO uses third party service providers to deliver some of our services. We may transfer your personal data to our third-party service providers to fulfill their obligations to us on your behalf. As a Customer, you may be delivered services through a Provider. In such cases, you should make yourself aware of your Provider's privacy policies.

### **Purposes for which we hold, use and disclose information**

We will not use or disclose personal information for any secondary purpose, unless that secondary purpose is related to the primary purpose for which we have collected that information, and you would reasonably expect the disclosure in the circumstances, or unless you consent to that use or disclosure.

The purposes for which we hold, use and disclose information include:

- (a) conducting our business, for example completing our transactions with you;
- (b) to communicate information about our products and services or the products and services of our clients; and
- (c) for our internal administrative, research, planning, marketing and product development.

It is possible that we may need to disclose collected information when required by law, or other legal processes as identified in applicable legislations. We attempt to notify our clients about legal demands for their personal data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency.

### **What are your data protection rights?**

We want to ensure you are fully aware and informed of your data protection rights. As the user, you are entitled to the following rights:

- The right to access. This means you have the right to request all personal data copies that we have in relation to you. We are entitled to charge a small fee for this service.
- The right to rectification. You can contact us if you believe any information, we hold about you is inaccurate. You are able to request that this information is updated to be correct as well.
- The right to erasure – you have the right to request that MyCISO erase your data, but only under certain conditions.
- The right to restrict processing – you have the right to request that MyCISO restrict the processing on certain data under certain conditions.
- The right to object to processing – you have the right to object to Our Company's processing of your personal data under certain conditions.
- The right to data portability – you have the right to request that MyCISO has to send the data we have collected of you, to another organization, or directly to you, under certain conditions.

If you make a request in writing, we will respond to you within one (1) month of your request. If you would like to exercise any of these rights, please contact us at [help@myciso.co](mailto:help@myciso.co)

### **Cookies**

When you visit our website, we may collect information from you through the use of cookies or similar technology. We do not use this information to personally identify you. Information we may collect includes:

- your server address.
- your domain name.
- the date and time of access to the website.
- pages accessed and documents downloaded.
- if you have visited the website before.
- the type of browser/software in use.

Most browsers are by default set to accept cookies however, you may set your web browser to disable cookies when visiting our website. However, some website functions may be unavailable if you choose to do so.

### **Access and correction**

We will take all reasonable steps to ensure any personal data we collect, use or disclose is up to date and accurate. If you believe personal information we hold about you is not up to date or accurate, you may ask us to correct it.

You may ask us, in writing, to provide you with details of the personal information we hold about you, and copies of that information. We will respond to your request and attempt to provide you with the data within one (1) month of receipt of your request.

If we provide you with copies of the information you have requested, we may charge you a reasonable fee to cover the administrative costs of providing you with that information.

### **Change in control**

We can also share your personal data as part of a sale, merger or change in control or in preparation for any of these events. Any other entity which buys us, or part of our business will have the right to continue to use your data, but only in the manner set out in this Privacy Policy unless you agree otherwise.

### **Changes to our Privacy Policy**

MyCISO keeps its Privacy Policy under regular review. This Privacy Policy was last updated in November 2022.

If you have any questions about our privacy policy, the data we hold on your, or you would like to exercise one of your data protection rights please do not hesitate to contact us.

Email: [help@myciso.co](mailto:help@myciso.co)

Phone: (02) 9054 5014

Or write to us: MyCISO. 50 Margaret Street. Sydney NSW 2000

Should you wish to report a complaint or if you feel that MyCISO has not addressed your concern in a satisfactory manner, you may contact the Information and Privacy Commission New South Wales.

### **Changes to this policy**

We will review and update this Privacy Policy from time to time as needed without notice. Therefore, you should review the terms of this policy periodically to make sure that you are aware of how we collect, hold, store and use personal information.

### **Complaints**

If you consider a breach of the Privacy Act 1988 (Cth) has occurred, you may direct your query to our Privacy Officer via [help@myciso.co](mailto:help@myciso.co) and we will attempt to resolve your complaint.

If you do not consider our response satisfactory, you may contact the Australian Privacy Commissioner at its website [www.oaic.gov.au](http://www.oaic.gov.au) or by telephone on 1300 363 992.