

# Privacy Policy

## 1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Excise Cloud Australia.
- 1.2. "Customer Service" means the relationship between Excise Cloud Australia staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, the calculation of excise, electronic lodgements, audits, advice. These product(s) and service(s) are identified in full within the "sign up" and "service provision" emails Excise Cloud Australia has sent after the Customer requests the service. The specific details of the Services can be found on our website.
- 1.4. "SLA" means Service Level Agreement (this agreement).
- 1.5. "Excise Cloud Australia" means Excise Cloud Pty Ltd.
- 1.6. "Excise Cloud Australia customer login" refers to Excise Cloud Australia's customer account, billing and management portal, available online at <https://excise.cloud>.
- 1.7. "IP" means intellectual property of Excise Cloud Australia
- 1.8. "ATO" means Australian Government's Tax Office

## 2. Why and when we collect your information

- 2.1. Excise Cloud Australia collects the information you give us either online or by email, post, facsimile, face to face, over the phone or through our partners, agents, resellers or affiliates. In most cases, the personal information Excise Cloud Australia will collect from you is the personal information required in order to provide Service(s) to you. This information may include your full name, postal address, telephone number, email addresses, ABN or ACN, facsimile number, date of birth and other relevant details.
- 2.2. We also collect your payment details such as your credit card number for provision of Service(s).
- 2.3. Excise Cloud Australia makes use of cookies on all our website properties. A cookie is a small piece of data given to your web browser by our server in order to store information about preferences you may have set. Cookies are also used to track certain interactions with our website and to provide a more personalised experience. You can disable cookies by turning off said functionality in your web browser. Please bear in mind that this may result in the experience becoming degraded.

## 3. How do we use your information

- 3.1. We collect and use your personal information to deliver Service(s) to you. This includes the sales and technical support component of the Service(s), accounts and billing, maintenance and any other components that your Service(s) depend on.
- 3.2. We also may use your information to measure interactions with our Service(s), website or products; and to further develop or improve said Service(s), websites or products. Your personal information may also be used for marketing or promotional purposes. If you do not wish to receive any marketing communication you can opt out and stop future delivery by following the instructions in the communications sent to you which will

highlight the appropriate process, or by contacting our Customer Care team via email to [team@excise.cloud](mailto:team@excise.cloud).

- 3.3. Any telephone conversations you have with us may be monitored or recorded in order to facilitate staff training and for verification purposes. You will always be informed prior to any telephone conversation, and by continuing with the telephone call you are granting approval.
- 3.4. Where you purchase Service(s) or products from us that are provided by a third party (such as electronic lodgements, audits, advice) we are required to collect and disclose your personal information to these providers in order for the Service(s) or products to be rendered.

#### **4. Disclosure of your information to third parties**

- 4.1. Any information you supply to Excise Cloud Australia or any of its related entities may be shared within the group of related entities to facilitate provisioning, maintenance and continued use of Service(s) or products. Each and every related entity share the same commitment to protecting your personal information.
- 4.2. Your personal information may be provided to third parties in order for Service(s) or products to be rendered. This includes supplying for electronic lodgements, audits, advice.
- 4.3. We may supply your personal information to third parties in order to provide continued support, sales, billing and administrative functions.
- 4.4. Excise Cloud Australia and all of its related entities maintain strict contracts and agreements with all third party vendors and suppliers that contain privacy and confidentiality provisions which are consistent with the Australian Privacy Law obligations.

#### **5. Updating your information**

- 5.1. You may access the personal information we store by viewing your Account.
- 5.2. In the event that you wish to change, modify or update your personal information, this can be achieved by completing the relevant change processes from within your Account.
- 5.3. In the event that you believe we may hold other personal information about you that is inaccurate, or you wish to change, modify or update this information you have provided, please contact our Customer Care team via email to [team@excise.cloud](mailto:team@excise.cloud) for further assistance.

#### **6. Keeping your information secure**

- 6.1. The transfer and continued retention of any information involves a certain degree of risk irrespective of the circumstances. As such, we take account security very seriously, and keeping your information secure is very important to us.
- 6.2. As such, we treat all your data with the utmost security and use a variety of technologies, policies and applications to ensure your data is secured not only from external access, but also from unauthorised access or modification. This includes and is not limited to the use of firewalls, bruteforce protection mechanisms, advanced and continually reviewed access controls and restrictions.
- 6.3. Your continued use of basic information security protections (such as ensuring strong passwords are set and that these are changed regularly and not shared with anybody) will also help to protect your security and personal information.

**7. Acceptance**

- 7.1. The Customer signified acceptance of this Privacy Policy, as well as our Terms of Service, Customer Service Policy, Acceptable Use Policy, when they submitted their order to Excise Cloud Australia for Services, and that order was accepted.

**8. Changes**

- 8.1. Excise Cloud Australia may amend our Privacy Policy at any time. Changes to this agreement will become effective upon their publication to our website.
- 8.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services) inline with our cancellation policy found within our Terms of Service.

**If you have any questions about this agreement please contact our Customer Care team via email at [team@excise.cloud](mailto:team@excise.cloud).**

Version	Changes	Date
1.1	Published	13-10-2017