

PacificNet Solutions

Privacy Policy

Aug-2025

1. Introduction

PacificNet Solutions Pty Ltd (“we”, “us”) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains:

- the kinds of personal information we collect,
- why and how we collect it,
- how we use, store, and disclose it,
- your rights regarding your information, and
- how to contact us or make a complaint.

We aim for clear, simple language to build trust and transparency.

2. Scope

We comply with the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs), which govern how we manage personal info as a covered entity or voluntary opt-in entity

3. What We Collect & How

a) Personal Information

- Name, email address, phone number, postal address
- Login credentials, customer support inquiries

b) Other Information

- IP address, cookies, analytics data
- Usage, device and location data from visits to our website or use of our services

c) Sensitive Information (if applicable)

If we collect highly sensitive data, we will only do so with your explicit consent and use it strictly for stated purposes

4. Collection Methods

We use the following data collection methods:

- Through forms (website, app, newsletter sign-up, surveys)
- By automated tracking (cookies, analytics)
- Via customer support interactions

Where possible, you may interact anonymously or via pseudonym, unless identification is necessary for our service or compliance

5. Purposes & Use

We use collected data to:

- Provide, improve, and personalise our services
- Respond to support inquiries and communicate updates
- Conduct marketing or customer research (only with consent)
- Fulfil legal, security, billing, or compliance requirements

We only collect what is necessary for these purposes in line with APP 3 Privacy Policy.

6. Disclosure & International Transfers

We may disclose information to:

- Trusted third-party service providers (e.g. hosting, payment processing, analytics)
- As required by law or regulatory authorities

If we transfer data overseas (e.g. cloud storage in another country), we will ensure appropriate safeguards are in place (e.g. standard contractual clauses) or only transfer to jurisdictions with sufficient data protection standards

7. Data Security & Retention

We implement physical, technical and administrative measures to secure your data from misuse, interference or loss (e.g. encryption, access controls)

We retain personal information only for as long as required to fulfil the stated purposes or as required by law. Once no longer needed, we securely delete or de-identify it consistent with APP 11.2 and APP 4.3

8. Your Rights

Under APPs you have the right to:

- Access the personal information we hold about you (APP 12)
- Request corrections if the information is inaccurate or incomplete (APP 13)
- Opt out of marketing communications or request deletion where no longer needed

You can exercise these rights by contacting us directly.

9. Making a Complaint

If you believe we have breached our privacy obligations, please contact us at:

- Email: admin@pacificnet.com.au
- Address: 3 Eider Street, The Ponds, NSW 2769, Australia.

We will investigate and respond within the timeframe required under APP 1.4(d). If unsatisfied, you may also lodge a complaint with the Office of the Australian Information Commissioner (OAIC)

10. Cookies & Tracking Technologies

Our website uses cookies and similar technologies to:

- Enable essential site functionality
- Analyse usage and personalise your experience
- Serve relevant marketing content

You can manage your preferences or disable non-essential cookies via your browser or our cookie consent tool.

11. Updates to this Policy

We may update this Privacy Policy from time to time. When we do, we will post the new version on our website with the effective date. We will notify you of significant changes by email or prominent notice on the site.

12. Contact Information

If you have any questions or concerns about this Privacy Policy, or wish to exercise your rights, please reach out:

PacificNet Solutions Pty Ltd

Email: admin@pacificnet.com.au

Address: 3 Eider Street, The Ponds, NSW 2769, Australia.