

Tiger Spider Privacy Policy

This privacy policy applies to the management of your personal information ("PI") by or on behalf of Tiger Spider Pty Ltd (ABN 67 152 071 059) ("Tiger Spider", "we", "us", "our").

Tiger Spider provides engineering consulting services and operates the Tiger Spider platform at www.tigerspider.net. We have created this privacy policy in order to demonstrate our commitment to the *Privacy Act 1988* and the Australian Privacy Principles (together, the "Australian Privacy Law").

What PI do we collect?

We collect and hold PI such as your name, phone number, email address and mailing address.

How we collect your PI

We collect your PI as part of us offering or providing our services. This includes when you provide us your PI via our website, during phone calls, by email, or otherwise via customer enquiries. Generally, we collect your PI directly from you but may also collect your PI from other people or organisations if you have given consent.

Why do we need your PI?

We need your PI to provide you with our services which includes informing you (such as via direct marketing) about our services, creating and updating our database(s), ensuring compliance with our contractual and other legal obligations to you, and administering our relationship with you by responding to your enquiries (**Main Purposes**).

If you do not provide us with your PI we may not be able to carry out some or all of the Main Purposes.

How do we use your PI?

By submitting your PI to us, you consent to us using your PI for the Main Purposes or any purpose that could reasonably be expected at the time your PI was collected. This may include:

- a) providing you with or improving our services;
- b) sending you direct marketing about our services, deals and promotions;
- c) conducting customer surveys;
- d) managing our relationship with you;
- e) monitoring how you interact with us on our website or other contact points;
- f) helping you to complete an activity that you have chosen to undertake; or
- g) doing any other act that we are required or authorised to do by law.

We may also use your PI:

- a) for any purpose disclosed to you in an information collection statement at the point where we collect your PI; or
- b) for a purpose related to one of the Main Purposes.

We may use certain non-personally identifiable information (such as anonymous usage data, IP addresses, browser type etc.) to improve the quality and design of our website, and to create new features, promotions, functionality and services by storing, tracking, analysing and processing user preferences and trends as well as user activity and communications.

Can you remain anonymous or use a pseudonym?

We will, if practicable, allow you to use a pseudonym or to not identify yourself (unless this is impractical or against the law (including the Australian Privacy Law)).

Tiger Spider Privacy Policy

In some instances, if you do not provide us with certain PI we may not be able to provide you with the relevant product, service or information. This may have an effect on whether we can begin or continue a relationship with you, or allow you to participate in other activities we undertake.

What disclosures will we make?

Generally speaking, we will disclose your PI for the Main Purposes. We may also disclose your PI in other ways with your consent or as required by law (including the Australian Privacy Law).

We may disclose your PI to our partners, suppliers and agents in order to assist us in providing our services to you. Some of our service providers, or the services they provide (like cloud-based storage solutions), may be based outside of Australia. This could include places like Europe, Asia and the US. In order to protect your information, we take care where possible to work with service providers who we consider maintain acceptable standards of data security compliance, and we do our part to meet those standards as they apply to Tiger Spider.

Is your PI confidential and secure?

We take all reasonable steps to keep the PI we hold secure and to ensure it is protected against misuse, loss, unauthorised access, modification or inappropriate disclosure. We may hold PI in both hard copy and electronic forms in secure systems accessible only to authorised personnel.

Do we use “cookies”?

When you visit our website, the server may attach a "cookie" to your computer's memory. A “cookie” assists us to store information about how you use our website and to make assumptions about what information may be of most interest to you. This information is generally not linked to your identity. We may use knowledge of your user experience to better understand what services may be of interest to you and to collect statistical information.

Using other sites

This site may contain links to other websites. Unless the other website is one of our sites, we are not responsible for the privacy practices of the owners of those websites. We recommend that you read the privacy policy of any website that asks you to provide your PI.

Contacting us about privacy

You are responsible for ensuring that your PI is accurate, current and complete. You may ask us to provide a summary of the PI we hold about you, subject to certain limitations under the Australian Privacy Law. For your protection, we may require you to confirm your identity before access to your PI is granted. In most cases, we can provide you with a summary of your PI free of charge. However, in some circumstances, reasonable costs may be charged to you in accessing your PI, subject always to the Australian Privacy Law.

If you have a question or want to make a complaint about how we handle your PI, please contact us using the details below. We will review your complaint, and will respond to you after we have carefully considered it. We may require further information from you in order to resolve any complaints.

We can be contacted via:

Email: admin@tigerspider.com.au

Phone: (03) 9537 1027

Post: Suite 106/181 St. Kilda Road, St. Kilda, VIC 3182, Australia

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