



Privacy Policy

Last Updated: 18 March 2026

1. Introduction

Infoways (“we”, “our”, “us”) is committed to protecting your privacy and handling personal information in an open and transparent way.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)**.

We also align our information security practices with recognised standards, including **ISO/IEC 27001**, to ensure the confidentiality, integrity, and availability of personal information.

2. What Personal Information We Collect

We may collect personal information that is reasonably necessary for our business operations, including:

- Contact details (name, email address, phone number)
- Business information (company name, role)
- Account and authentication data
- Billing and payment details
- Technical data (IP address, system logs, usage data)
- Any other information you provide to us

We do not generally collect sensitive information unless required and permitted by law.

3. How We Collect Personal Information

We collect personal information in a variety of ways, including:

- Directly from you (e.g. forms, emails, service requests)
- Through your organisation or authorised representatives
- Automatically via our systems, websites, and monitoring tools
- From third-party service providers where necessary

We take reasonable steps to notify you at or before the time of collection.

4. How We Use Personal Information (APP 6)

We use personal information for purposes including:

- Delivering and managing our IT services
- Providing customer support
- Communicating with you
- Maintaining and improving our systems and services
- Billing and administration
- Meeting legal and regulatory obligations

We will only use or disclose personal information for the purpose for which it was collected unless otherwise permitted by law.

5. Disclosure of Personal Information

We may disclose personal information to:

- Employees, contractors, and related entities
- Third-party service providers (Sub-Processors)
- Professional advisors (e.g. legal, accounting)
- Government or regulatory bodies where required

All disclosures are made in accordance with applicable privacy laws.

6. Use of Sub-Processors and Overseas Disclosure (APP 8)

We engage trusted third-party providers (“Sub-Processors”) to support service delivery, including hosting, communications, analytics, and infrastructure services.

Some of these Sub-Processors may process or store personal information outside Australia.

Where personal information is disclosed overseas, we take reasonable steps to ensure:

- the recipient complies with the Australian Privacy Principles; or
- the recipient is subject to comparable privacy obligations; or
- you have consented to the disclosure.

These measures may include contractual safeguards, due diligence assessments, and security controls aligned with **ISO 27001 standards**.

7. Sub-Processors Register

Sub-Processor	Country of Processing / Storage	Types of Personal Information Processed	Privacy / Security Policy
Sinch Australia	Australia	SMS Data	https://sinch.com/legal/privacy-notice/
Yabbr	Australia	SMS Data	https://yabbr.com.au/docs/Yabbr-Privacy-Policy-2019-v1.3.pdf
Telstra	Australia	SMS Data	https://www.telstra.com.au/privacy
Optus	Australia	SMS Data	https://www.optus.com.au/about/legal/privacy
Vodafone	Australia	SMS Data	https://www.vodafone.com.au/about/legal/privacy
Microsoft Corporation	Australia, USA, EU	Name, email, documents, communications data	https://privacy.microsoft.com/en-au/privacystatement

Google LLC	USA, global	Name, email, usage data, analytics data	https://policies.google.com/privacy
Zoom Video Communications	USA, global	Name, email, meeting data and recordings	https://explore.zoom.us/en/privacy/
Equinix	Australia (Brisbane, Sydney, Melbourne)	Data centres	https://www.equinix.com/about/legal/privacy
Servers Australia Pty Ltd	Australia (Brisbane, Sydney, Melbourne)	Hosted infrastructure and customer data	https://www.serversaustralia.com.au/legal/privacy-policy/

8. Information Security (APP 11 & ISO 27001 Alignment)

We implement appropriate technical and organisational measures to protect personal information, consistent with **ISO/IEC 27001 principles**, including:

- Risk-based information security management practices
- Access controls and least-privilege principles
- Encryption of data in transit and at rest
- Continuous monitoring, logging, and alerting
- Regular vulnerability assessments and patch management
- Backup, disaster recovery, and business continuity planning

We also require our Sub-Processors to maintain appropriate security standards.

9. Data Retention and Destruction

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

10. Access and Correction (APP 12 & 13)

You may request access to or correction of your personal information at any time.

We will respond within a reasonable timeframe and may require verification of identity.

11. Notifiable Data Breaches (NDB) Scheme

We maintain a formal incident response process aligned with industry standards.

In the event of an eligible data breach that is likely to result in serious harm, we will:

- Promptly assess and contain the breach
 - Take steps to mitigate risks
 - Notify affected individuals where required
 - Notify the **Office of the Australian Information Commissioner (OAIC)** in accordance with the **Notifiable Data Breaches (NDB) scheme**
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12. Complaints

If you believe we have breached the Australian Privacy Principles, you may contact us using the details below.

We will investigate your complaint and respond within a reasonable timeframe.

If you are not satisfied, you may contact the **OAIC**:

- Website: <https://www.oaic.gov.au>
 - Phone: 1300 363 992
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13. Changes to this Policy

We may update this Privacy Policy from time to time. We will notify you 4 weeks prior to the update. The latest version will be published on our website.

14. Contact Us

If you have any questions about this Privacy Policy or our handling of personal information, please contact us:

Infoways

 support@infoways.com.au

Terms & Conditions

Last Updated: 18 March 2026

1. Introduction

These Terms & Conditions (“Terms”) govern your use of services provided by **Infoways** (“**we**”, “**our**”, “**us**”).

By accessing or using our services, you agree to these Terms. If you do not agree, you must not use our services.

These Terms should be read together with our **Privacy Policy**, which explains how we collect, use, and protect personal information.

2. Services

We provide IT services including (but not limited to):

- Managed IT services
- Cloud and infrastructure hosting
- Technical support and consulting
- System monitoring and maintenance

Services may be delivered using third-party providers and infrastructure located in **Australia (Brisbane, Sydney, Melbourne)** and other regions as required.

3. Client Responsibilities

You agree to:

- Provide accurate and complete information
- Maintain the confidentiality of your account credentials
- Use our services in compliance with applicable laws
- Notify us promptly of any unauthorised access or security incidents

You are responsible for the content and data you provide or store using our services.

4. Privacy and Data Protection

We handle personal information in accordance with our **Privacy Policy**.

By using our services, you acknowledge and agree that:

- We may collect, use, and disclose personal information as described in our Privacy Policy
- We may engage third-party service providers (“Sub-Processors”) to deliver services
- Personal information may be processed outside Australia in accordance with the **Australian Privacy Principles (APP 8)**

For more information, please refer to our **Privacy Policy**.

5. Data Security

We implement security measures aligned with **ISO/IEC 27001 principles** to protect your data.

However, you acknowledge that:

- No system is completely secure
- You are responsible for maintaining your own backups unless explicitly agreed otherwise

In the event of a data breach, we will comply with our obligations under the **Notifiable Data Breaches (NDB) scheme**, as outlined in our Privacy Policy.

6. Availability and Service Continuity

We take reasonable steps to ensure service availability, including:

- Backup and disaster recovery strategies
- Multi-location hosting across **Brisbane, Sydney, and Melbourne**
- Monitoring and incident response processes

However, we do not guarantee uninterrupted or error-free services.

7. Third-Party Services

Our services may rely on third-party providers (e.g. cloud, hosting, communication tools).

You acknowledge that:

- These providers operate under their own terms and policies
- We are not responsible for outages or failures caused by third-party services

Details of these providers are available in our **Privacy Policy (Sub-Processors section)**.

8. Limitation of Liability

To the maximum extent permitted by law:

- We are not liable for indirect, incidental, or consequential loss
- Our liability is limited to the resupply of services or the cost of resupply

Nothing in these Terms excludes rights under the **Australian Consumer Law**.

9. Confidentiality

We will take reasonable steps to protect confidential information.

Both parties agree not to disclose confidential information except:

- As required by law
- To perform obligations under these Terms

10. Suspension or Termination

We may suspend or terminate services if:

- You breach these Terms
- There is a security risk
- Required by law

Upon termination:

- Access to services may be revoked
 - Data may be deleted in accordance with our **data retention practices (see Privacy Policy)**
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11. Changes to Terms

We may update these Terms from time to time. We will notify you of updates 4 weeks prior to the updates taking effect.

Updated Terms will be published on our website and take effect upon publication.

12. Governing Law

These Terms are governed by the laws of **Queensland, Australia**.

13. Contact Us

If you have any questions regarding these Terms, please contact:

Infoways

 support@infoways.com.au