

Ask Itee

Privacy Policy

Reviewed March 2016



Privacy Policy

Purpose

This document explains how Ask Itee manages information about its clients that is the subject of the Privacy Laws in effect at the time of writing.

Information that is subject to the provisions of the privacy act is possessed by Ask Itee as part of its operations as an I.T. Service provider and is managed using the following criteria.

How is it received?

Directly Received

Customer Interaction data: Some information is gathered on purpose. This would include your name, email address, phone number and business/residential address and is stored in areas such as contact lists, our help desk system used to track your calls and our billing system. This information allows Ask Itee to do business with you the customer and contact you readily.

Backups : In some situations you may deliver a failed computer/server/storage device to Ask Itee for repair or to extract data. Before any work is undertaken a backup of your system is made. In most cases it can be reasonable to assume that the computer will have contained data that is subject to privacy provisions.

Indirectly Received data

Sample Data : in some cases customers may request Ask Itee develop a system that will be used to record and manipulate information about persons or businesses the client interacts with. Samples of the data you use may be copied to allow the work to progress and to test that the system works with the data the customer owns.

Data related to support activities: this includes such things as:

- Word Documents and Excel Spreadsheets that contain personally identifiable information, generally sent as part of providing support.
- Screen captures of defective programs that may contain personal details in the background of the screen capture.

How is it used?

For the most part Ask Itee gathers information as part of its day to day operations. The information is used on one of three ways:

1. To enable Ask Itee to contact you and issue billing information.
2. As a backup prior to work being undertaken by Ask Itee

3. As a way to see what you the customer sees in the form of Screen captures, or documents that have problems and need expert attention.

What Does Ask Itee do with the data?

Directly Received contact data is used in the day to day interaction with you. Directly Received data that is contained in failed or defective hardware, and is backed up is usually kept for 30 days after the completion of the work. This allows the customer to check they have all the information they needed has been recovered, and additional information extracted from a Backup held by Ask Itee.

The **Indirectly Received** data is stored in some cases for the duration of the support activity. For example if we were involved in creating an employee management program the data would be held until the task was complete. In some cases where deemed appropriate Ask Itee may de-identify the data where concerns exist about its existence outside the clients site. In this case names may be altered, together with say Date of Birth to break the link between the data and the persons that the information is about.

Does Ask Itee share its data with anyone?

Unless you the client specifically request the data to be shared with another party (for example a software Vendor) **no data is shared by Ask Itee in any way.**

How it all is secured

All data possessed by Ask Itee is stored on secured servers with the latest generation protective systems. These consist of but are not limited to:

- Restrictions on access based on a user's login.
- Passwords that meet complexity requirements and age requirements that resist attack
- Network security devices such as firewalls that prevent unauthorised access to the Network at Ask Itee.
- Internet security software such as Antivirus software that is updated daily and constantly monitors the integrity of the data against viruses and malware

How is old data disposed of?

The disposal process depends on the form it exists in.

Customer contact data – is deleted when the customer ceases to use the services of Ask Itee.

Backups – are deleted 30 days after task completion. Where the backup may contain sensitive information, the backup is 'Wiped' using a readily available tool that is used by government intelligence agencies.

Defective or failed hardware containing the customer's personal information – the internal drives, CD/DVD's, external hard drives are physically damaged (usually by drilling holes thru the devices) rendering the contents unrecoverable.

How Are Breaches Dealt With?

In the event systems were compromised and a suspicion exists that data has been open to inspection by third parties, Ask Itee will contact the Customer/s affected immediately

Contacts / Concerns / Questions

If you have questions or concerns, please do not hesitate to contact me at Ask Itee. Contact can be made in one of the following methods:

1. Email – Shane.King@askitee.com.au
2. Phone - 0427 974 776