

SURVACAD PRIVACY POLICY

BBCAD Australia Pty Ltd (ACN 685 074 079)
Trading as SurvaCAD

1. Introduction

At BBCAD Australia Pty Ltd, trading as SurvaCAD ("SurvaCAD", "we", "us", or "our"), we are committed to protecting the privacy and confidentiality of the personal information we collect, hold, use, and disclose. This Privacy Policy outlines how we manage personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs). It applies to all individuals who interact with us, including customers, clients, employees, contractors, suppliers, and website visitors.

SurvaCAD specialises in software development, sales, and training services throughout Australia. We collect and process personal information to deliver our products and services, improve customer experiences, and comply with legal obligations.

2. Scope of this Privacy Policy

This Privacy Policy applies to all personal information collected by SurvaCAD, whether through our website <http://www.survacad.com.au>, software platforms, training sessions, customer interactions, or other business activities. It explains:

- The types of personal information we collect;
- How we collect, hold, use, and disclose personal information;
- How you can access and correct your personal information;
- How we protect your personal information; and
- How you can make a complaint about a breach of your privacy.

3. Definitions

- **Personal Information:** Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not (e.g., name, email address, phone number).
- **Sensitive Information:** A subset of personal information that includes information about an individual's health, racial or ethnic origin, political opinions, religious beliefs, sexual orientation, or criminal record, among others.

4. Types of Personal Information We Collect

We collect personal information that is reasonably necessary for our business functions and activities. The types of personal information we may collect include:

4.1 General Personal Information

- **Identity Information:** Full name.
- **Contact Information:** Email address, business phone number and address.
- **Professional Information:** Job title, company name, industry.
- **Transaction Information:** Payment details (e.g., credit card or bank account details), purchase history, and billing information.
- **Technical Information:** IP address, browser type, device information.
- **Marketing Preferences:** Preferences for receiving marketing communications or participating in promotions.

4.2 Sensitive Information

We may collect sensitive information in limited circumstances, such as:

- Information provided during training sessions (e.g., accessibility requirements or dietary preferences).
- Health or disability information, if relevant to the use of our software or services.

We will only collect sensitive information with your consent or where required or permitted by law.

5. How We Collect Personal Information

We collect personal information in the following ways:

5.1 Directly from You

- When you purchase our software or services.
- When you register for or attend our training sessions.
- When you submit inquiries, feedback, or complaints via our website, email, phone, or in person.
- When you sign up for newsletters, promotions, or marketing communications.
- When you interact with our software platforms or website (e.g., filling out forms or creating user accounts).

5.2 From Third Parties

- From our business partners, resellers, or distributors who provide our software or services on our behalf.
- From publicly available sources, such as business directories or professional networking platforms.
- From third-party analytics providers (e.g., Google Analytics) to understand website usage.

5.3 Automatically

- Through cookies, web beacons, and similar technologies on our website to track user behaviour and preferences (see Section 11 for details).
- Through server logs that record technical information when you access our software or services.

We will only collect personal information by lawful and fair means and, where possible, directly from you.

6. Purposes for Collecting, Holding, Using, and Disclosing Personal Information

We collect, hold, use, and disclose personal information for the following purposes:

6.1 Primary Purposes

- To provide, deliver, and support our software products and services.
- To facilitate and manage training sessions, including registration, attendance, and certification.
- To process payments, issue invoices, and manage customer accounts.
- To communicate with you about your account, purchases, or inquiries.
- To improve our products, services, and customer experiences through feedback and analytics.

6.2 Secondary Purposes

- To send marketing communications, promotional offers, or newsletters (with your consent or as permitted by law).
- To conduct market research or surveys to enhance our offerings.
- To comply with legal and regulatory obligations, including tax, accounting, and anti-money laundering requirements.
- To protect our legal rights, prevent fraud, or resolve disputes.

6.3 Disclosure to Third Parties

We may disclose personal information to:

- **Service Providers:** Third-party providers who assist with payment processing.
- **Business Partners:** Resellers, distributors, or trainers who deliver our services on our behalf.
- **Professional Advisors:** Lawyers, accountants, or auditors for legal, financial, or compliance purposes.
- **Government Authorities:** Where required by law, such as to comply with tax obligations or respond to lawful requests.

We ensure that third parties handling personal information are bound by confidentiality obligations and comply with the APPs.

7. Overseas Disclosure

SurvaCAD may disclose personal information to overseas recipients, such as cloud service providers or software development partners located outside Australia (e.g., in the United States or European Union). Before disclosing personal information overseas, we will take reasonable steps to ensure that the recipient complies with the APPs or equivalent privacy standards, unless:

- You provide informed consent to the disclosure; or
- The disclosure is required or authorised by Australian law.

8. How We Hold and Protect Personal Information

8.1 Storage

We store personal information in secure electronic databases, cloud-based servers, and, in some cases, physical files. Our IT systems are hosted by reputable providers with robust security measures.

8.2 Security Measures

We implement reasonable technical and organisational measures to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include:

- Encryption of sensitive data during transmission and storage.
- Access controls to limit who can view or process personal information.
- Regular security audits and updates to our systems.
- Staff training on privacy and data protection obligations.

8.3 Data Breaches

In the unlikely event of a data breach, we will comply with the *Notifiable Data Breaches* scheme under the *Privacy Act 1988 (Cth)*. This includes assessing the breach, notifying affected individuals, and reporting to the Office of the Australian Information Commissioner (OAIC) where required.

9. Access and Correction of Personal Information

You have the right to access and correct the personal information we hold about you.

9.1 Accessing Your Information

- You can request access to your personal information by contacting us (see Section 14).
- We will respond to your request within a reasonable period (usually within 30 days).
- We may charge a reasonable fee for providing access, but we will not charge for the request itself.

9.2 Correcting Your Information

- If you believe your personal information is inaccurate, incomplete, or outdated, you can request that we correct it.
- We will take reasonable steps to correct the information and notify any third parties to whom the information was disclosed.

9.3 Refusal of Access or Correction

If we refuse to provide access or correct your personal information, we will provide written reasons and inform you of your right to complain to the OAIC.

10. Anonymity and Pseudonymity

Where practicable, you may interact with us anonymously or using a pseudonym (e.g., when making general inquiries). However, we may require your personal information to provide certain services, such as software licenses or training certifications.

11. Cookies and Website Tracking

Our website uses cookies and similar technologies to enhance user experience and analyse website performance. Cookies are small data files stored on your device that track your interactions with our website.

11.1 Types of Cookies

- **Essential Cookies:** Necessary for the website to function (e.g., maintaining user sessions).
- **Analytics Cookies:** Collect anonymised data about website usage (e.g., Google Analytics).
- **Marketing Cookies:** Track user preferences for targeted advertising.

11.2 Managing Cookies

- You can manage cookie preferences through your browser settings or our website's cookie consent tool.
- Disabling cookies may limit the functionality of our website.

12. Marketing Communications

We may send you marketing communications about our products, services, or promotions if:

- You have provided consent; or
- You are an existing customer, and the communication is related to similar products or services (as permitted under the *Spam Act 2003 (Cth)*).

You can opt out of marketing communications at any time by:

- Clicking the "unsubscribe" link in emails;
- Updating your preferences in your account settings; or
- Contacting us (see Section 14).

13. Complaints and Inquiries

If you have a concern about how we handle your personal information or believe we have breached the APPs, you can make a complaint.

13.1 How to Complain

- Contact our Privacy Officer (see Section 14) with details of your complaint.
- We will acknowledge your complaint within 7 days and aim to resolve it within 30 days.
- We will investigate the matter and provide a written response outlining our findings and any remedial actions.

13.2 External Review

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au

14. Contact Us

For inquiries, access requests, corrections, or complaints, please contact our Privacy Officer:

Privacy Officer

BBCAD Australia Pty Ltd (Trading as SurvaCAD)

Address: Level 4, 1 Lake Orr Drive, Varsity Lakes QLD 4227

Email: info@survacad.com.au

Phone: 1800 787 823

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or business operations. The updated policy will be posted on our website www.survacad.com.au with the effective date. We encourage you to review this policy periodically.