

# EResources Business Systems Privacy Policy

ENHANCED RESOURCES PTY. LTD. trading as "EResources Business Systems" (ABN 78 096 334 226) ("we", "us" or the "Company") is committed to privacy protection. We understand the importance of keeping personal information private and secure. This privacy policy ("Privacy Policy") describes generally how we manage personal information and safeguard privacy both in relation to our website ([www.eresources.com.au](http://www.eresources.com.au)) and our business generally. If you would like more information, please don't hesitate to contact us.

## **We care about your privacy:**

**We will never rent, trade or sell your email address to anyone.**

**We will never publicly display your email address or other personal details that identify you.**

## **The Australian Privacy Principles**

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We will treat all personal information in accordance with any and all obligations that are binding upon us under the *Privacy Act 1988* (Cth) ("Privacy Act"). The Privacy Act lays down 13 key principles in relation to the collection and treatment of personal information, which are called the "Australian Privacy Principles".

## **What is "personal information"?**

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Personal information held by the Company may include your:

- name and date of birth;
- residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- bank account and/or credit card details for agreed billing purposes;
- any information that you provided to us by you during your account creation process or added to your user profile;
- preferences and password for using our site and your computer and connection information; and
- any information that you otherwise share with us.

## **What information do we collect about you?**

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### **Clients and prospective clients**

When you enquire about our services or when you become a client of ours, a record is made which includes your personal information.

The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include:

- your name, e-mail, postal address and other contact details;

- information about your employer or an organisation who you represent;
- your professional details; and
- any additional personal information you provide to us, or authorise us to collect, as part of your interaction with us.

#### **Prospective employees or applicants**

- We collect personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you.
- We may also collect personal information from third parties in ways which you would expect (for example, from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information and other information necessary to conduct background checks to determine your suitability for certain positions.

#### **Other individuals**

- We may collect personal information about other individuals who are not clients of ours. This includes customers and members of the public who participate in events we are involved with, individual service providers and contractors to us, and other individuals who interact with us on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with us.
- If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.
- In limited circumstances, we may collect information which is considered sensitive information. For example, if you are injured at an event promoted or delivered by us we may collect health information about you in an emergency or otherwise with your consent.
- You can always decline to give us any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. If you have any concerns about personal information we have requested, please let us know.

#### **How we may collect your personal information**

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We only collect personal information that is necessary for us to conduct our business as a provider of managed IT services, which includes (without limitation) enabling:

- Clients and users of our services to receive IT support and access our managed services, including troubleshooting, monitoring, maintenance, and service-delivery functions ;
- Us to recruit, employ and maintain adequate staffing levels to provide our services;
- The operation, security and improvement of our IT systems, including verifying identity, authenticating access credentials and preventing unauthorised access;
- The management of our relationships with clients, suppliers and business partners, including billing, account administration, contract management, and responding to enquiries;

- The performance of network and system monitoring, including collection of audit logs and system-generated data necessary for detecting, investigating, and responding to cybersecurity incidents;
- Compliance with our legal and regulatory obligations, including obligations relating to record-keeping, workplace health and safety, taxation, data-breach notification, and law-enforcement requests;
- The delivery of updates, notifications, service announcements, and other operational communications relevant to the services we provide;
- The improvement, development, and quality assurance of our services, including service analytics, internal audits, and process optimisation;
- The management and resolution of complaints, support tickets, and service-level matters relating to our clients and users.

### **Information that you provide to us**

We may collect personal information that you provide to us about yourself when you:

- are employed or contracted to us;
- contact us in relation to, or access our services, including troubleshooting, monitoring and maintenance;
- create or update a client user account or submit personalised user credentials to receive our services;
- purchase any products and/or receive services from us;
- complete an online contact form to contact us or any third-party supplier or submit a service request;
- provide information to us by telephone or through marketing or competition application forms; or
- send us an email or other communication.

### **IP addresses**

Our site, or the systems used by us to provide our services, may also collect Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. The Company collects and manages IP addresses as part of the service of providing internet session management and for security purposes. The Company may also collect and use web log, computer and connection information for security purposes and to help prevent and detect any misuse of, or fraudulent activities involving, our site.

### **Cookies**

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Our site uses "cookies" to help personalise your online experience. A cookie is a text file or a packet of information that is placed on your hard disk by a web page server to identify and interact more effectively with your computer. There are two types of cookies that may be used at our site: a persistent cookie and a session cookie. A persistent cookie is entered by your web browser into the "Cookies" folder on your computer and remains in that folder after you close your browser, and may be used by your browser on subsequent visits to our site. A session cookie is held temporarily in your

computer's memory and disappears after you close your browser or shut down your computer. Cookies cannot be used to run programs. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. In some cases, cookies may collect and store personal information about you. The Company extends the same privacy protection to your personal information, whether gathered via cookies or from other sources.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your internet browser's instructions to learn more about these functions. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of our site.

### **Why we use cookies**

Our site or the systems used by us to provide our services may use cookies in order to:

- remember your preferences for using our site;
- manage the signup process when you create an account with us;
- recognise you as logged in while you remain so. This avoids your having to log in again every time you visit a new page;
- show relevant notifications to you (eg, notifications that are relevant only to users who have, or have not, created an account or subscribed to newsletters or email or other subscription services); and
- remember details of data that you choose to submit to us (eg, through online contact forms or by way of comments, forum posts, chat room messages, reviews, ratings, etc).

Many of these cookies are removed or cleared when you log out but some may remain so that your preferences are remembered for future sessions.

### **Third party cookies**

In some cases, third parties may place cookies through our site. For example:

- Analytics service providers may use cookies to collect de-identified information about how users interact with our site, such as the length of visits and the pages viewed;
- Advertising or marketing service providers may use cookies to deliver more relevant advertisements to you and to limit the number of times particular advertisements are shown; and
- Social media platforms and related service providers may use cookies to enable the functioning of social-sharing tools, embedded content, or other social media features incorporated into our site.

Where required by the Australian Privacy Principles, we will seek your consent before placing or permitting the placement of non-essential cookies or similar tracking technologies. You may withdraw your consent or manage your cookie preferences at any time by adjusting your browser settings or using any consent tools made available on our site.

### **How we may use your personal information**

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Your personal information may be used in order to:

- verify your identity and manage access credentials for our systems and services;
  - provide, administer, support and improve our managed IT services, including responding to service requests, troubleshooting, and delivering technical assistance;
  - manage our relationship with you, including account administration, billing, invoicing and credit-management activities;
  - respond to any enquiries, requests, complaints or feedback that you may provide;
  - conduct checks relevant to security, suitability or fraud-prevention, where necessary to protect our systems, clients, or business interests;
  - prevent, detect and investigate any misuse of, or suspicious activity involving, our systems, networks or website;
  - undertake service development, testing, analytics and quality-assurance activities to maintain, enhance and optimise our products and services;
  - understand your IT needs and collect feedback on our services to help us improve and tailor our offerings;
  - maintain, secure and develop our business systems and infrastructure, including performing upgrades, monitoring, backup and recovery activities; and
- and for any other purpose reasonably considered necessary or desirable by the Company in relation to the operation of our business.

From time to time we may email our customers with news, information and offers relating to our own products/services or those of selected partners. Your personal information may also be collected so that the Company can promote and market products and services to you. This is to keep you informed of products, services, and special offers we believe you will find valuable and may continue after you cease acquiring products and services from us. If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. You can unsubscribe from such communications at any time if you choose.

### **When we may disclose your personal information**

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#### **Information provided to suppliers**

When you acquire or access any other goods or services from a third-party supplier through our site, we will provide to that supplier such information as is necessary to enable it to process and administer your order. Such information will include personal information about you, including (without limitation) your name and contact details.

#### **Information provided to other organisations**

In order to deliver the products/services you require or for the purposes set out above, the Company may disclose your personal information to organisations outside the Company. Your personal information may be disclosed to these organisations only in relation to our site, and the Company takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information. These organisations may carry out or provide:

- customer enquiries;

- mailing systems;
- billing and debt-recovery functions;
- information technology services not provided by us;
- marketing, telemarketing and sales services;
- market research; and
- website usage analysis.

In addition, we may disclose your personal information to:

- your authorised representatives or legal advisers (when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit-related purposes such as creditworthiness, credit rating, credit provision and financing);
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- the police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

### **Contacting us about privacy**

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If you would like more information about the way we manage personal information that we hold about you, or are concerned that we may have breached your privacy, please contact us by email or by post:

Enhanced Resources Pty Ltd trading as eResources Business Systems ABN: 78 096 334 226

78 Fairy St, Warrnambool Vic 3280

(03) 5561 2094

[privacy@eresources.com.au](mailto:privacy@eresources.com.au)

### **Access to your personal information**

In most cases, you may have access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the Australian Privacy Principles. All requests for access to your personal information must be directed to the Privacy Officer by email or by writing to us at our postal address. We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information that is not currently in use, may require further time before a response can be given. We may charge you a fee for access if a cost is incurred by us in order to retrieve your information, but in no case will we charge you a fee for your application for access.

In some cases, we may refuse to give you access to personal information that we hold about you. This may include circumstances where giving you access would:

- be unlawful (eg, where a record that contains personal information about you is subject to a claim for legal professional privilege by one of our contractual counterparties);
- have an unreasonable impact on another person's privacy; or
- prejudice an investigation of unlawful activity.

We may also refuse access where the personal information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings.

If we refuse to give you access, we will provide you with reasons for our refusal.

### **Correcting your personal information**

We will amend any personal information about you that is held by us and that is inaccurate, incomplete or out of date if you request us to do so. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information that is held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

### **Storage and security of your personal information**

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We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration. In our business, personal information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.

### **Third party websites**

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You may click-through to third party websites from our site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies only to your use of our site and the Company assumes no responsibility for the content of any third-party websites.

### **Re-marketing**

We may work with third-party advertising or marketing service providers who display advertisements to users who have previously visited our site or engaged with our content. These providers may use cookies, pixel tags or similar tracking technologies to understand how you interact with our site and to show you advertisements that are more relevant to your interests.

Any information collected by these third-party providers is handled in accordance with their own privacy policies. We do not receive any personal information held by those providers, nor do we have access to your personal accounts with them.

You may opt out of interest-based or targeted advertising, or manage your advertising preferences, by adjusting the settings in your browser, device or relevant advertising-preference tools made available by the third-party providers you use. Please note that opting out will not prevent you from seeing advertisements, but they may be less relevant to you.

## **Your Rights – Serious Privacy Breaches**

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From 10 June 2025, under Australian law, individuals may seek compensation for serious invasions of privacy (e.g. misuse of personal information or unauthorised surveillance). If you believe your privacy has been seriously breached, you may have the right to take legal action in addition to lodging a complaint with the Office of the Australian Information Commissioner (OAIC).

The OAIC now has enhanced powers, including civil penalties and broader investigation authority.

## **Complaints & Oversight**

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We take privacy complaints seriously. If you're dissatisfied with our handling of your personal information, you may also lodge a complaint with the OAIC. The OAIC has powers to investigate and enforce compliance under the *Privacy Act 1988* (Cth).

## **Prohibited Use of Information**

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We do not permit the use of any personal information obtained via our services for unlawful purposes, including doxxing (the malicious sharing of personal information to cause harm). This is now a criminal offense under Australian law, carrying penalties of up to 7 years imprisonment.

## **Data Security & Protection**

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We maintain robust technical and organisational measures to protect your personal information, including data encryption, access controls, monitoring, and staff training. These practices are aligned with our obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

## **Data Breaches**

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In the event of a data breach involving personal information that is likely to result in serious harm, we will notify affected individuals and the OAIC, as required by law.

## **Changes to this Privacy Policy**

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From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on our site.

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If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Federal Privacy Commissioner's website (see [www.oaic.gov.au](http://www.oaic.gov.au)).