

Privacy Policy

1. Introduction

At 'SXP' we take privacy very seriously. We keep this Privacy Policy ("Policy") updated to communicate with you, in the clearest way possible, how we treat we treat the Personal Information we collect.

We encourage you to read this Policy carefully. It will help you make informed decisions about sharing personal information with us.

This Policy is incorporated by reference into Your Services Agreement of 'SXP'. By accessing our site and using our services, you consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

2. Definitions

Some words used in this Agreement have particular meanings:

"You" means the client of 'SXP' as identified in 'SXP' Services Agreement. The Client may be yourself, or your employer, or if you are an independent contractor, they may be the entity that has engaged you to provide your services to them.

"Personal Information" means any personally identifiable information about an individual, including (but not limited to) an individual's name, email address, unique identifier(s), phone number(s), company position, business unit, cost centre, and location.

'SXP' and 'SXPGlobal' are registered trademarks of Building4Business Pty Ltd (ABN 92 093 093 095) of 23 Milton Parade, Malvern, VIC 3144, Australia. "Our" has a corresponding meaning.

3. We align with Privacy Standards

Under the Australian Privacy Act 1988 (Cth) ("Privacy Act") and the Australian Privacy Principles contained within Schedule 1 of the Privacy Act ("Australian Privacy Principles") are defined as an APP entity. This means that we are obligated to manage Personal Information in an open and transparent way.

4. About 'SXP' and the personal information we collect

'SXP' is a leading provider of Visual Program Roadmap Software services. We assist companies run more effectively and efficiently by using our software solutions to improve delivery of IT Enabling change program planning and scheduling to manage both business and supplier interdependencies.

The services include the collection, storage and displaying of data relating to your program, including location and contact information for those who utilise this service. This information may include your personal information.

5. How we collect personal information

'SXP' may collect personal information from you. This information may be collected when:

- You register to use the services
- You use the services
- You contact 'SXP' Support team

6. Your obligations around personal information

By using the services, 'SXP' may collect information about you and your business. If you as the information provider, provide 'SXP' with personal information about someone else, the information provider must ensure that they are authorised to disclose that information to 'SXP' and that, without 'SXP' taking any further steps required by applicable data protection or privacy laws, 'SXP' may collect, use and disclose such information for the purposes described in this Policy.

This means that if required by Law, the information provider must take reasonable steps to ensure the individual concerned is aware of and/or consents to the various matters detailed in this Policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information, 'SXP' identity, and how to contact 'SXP'.

Where requested to do so by 'SXP', the Information Provider must also assist 'SXP' with any requests by the individual to access or update the personal information it has collected from them and entered into the Service.

7. 'SXP' collects, holds and uses your personal information for limited purposes

'SXP' collects and retains information so that we can provide you with services. In doing so, 'SXP' may use the information for the purposes related to the services including to:

- Allowing to measure the utilisation of the programs workspace
- Verify your identity
- Administer the services
- Notify you of new or changed services offered in relation to the service
- Assist with the resolution of technical support issues or other issues relating to the service
- Comply with laws and regulations in applicable jurisdictions; and
- Communicate with you

8. 'SXP' does not store Your credit card details

Your credit card details are not stored by the Service and cannot be accessed by SXP staff. Your credit card details are encrypted and securely stored by SecurePay, a business of Australia Post, to enable SXP to automatically bill your credit card on a recurring basis. You should review SecurePay website to ensure you are happy with provisioning and services they provide.

9. You are responsible for transfer of Your data to third-party applications

The Service may allow You, the Subscriber, or another Invited User within the relevant subscription to the Service to transfer Data, including Your personal information, electronically to and from third-party applications. SXP has no control over, and takes no responsibility for, the privacy practices or content of these applications. You are responsible for checking the privacy policy of any such applications so that You can be informed of how they will handle personal information.

10. Can I remain anonymous?

If you do not consent to us collecting, using and storing your personal information, we are unable to provide this services to you. In limited circumstances, you may be able to remain anonymous or provide a pseudonym. Please direct any such requests to us directly.

11. 'SXP' can aggregate your non-personally identifiable data

By using the services, you agree that 'SXP' can access, aggregate and use non-personally identifiable data 'SXP' has collected from You. This data will in no way identify you or any other individual.

'SXP' may use this aggregated non-personally identifiable data to:

- assist us to better understand how our clients are using the services
- provide us with further information regarding the uses and benefits of the services
- create useful business insights from that aggregated data, and to
- otherwise to improve the services

12. 'SXP' holds your personal information digitally

All personal information, that is entered into the service by you, or automatically imported on your instruction, is transferred to 'SXP's' servers as a function of transmission across the Internet. By using the services, you consent to your data and personal information being transferred to our servers as set out in this Policy.

Currently 'SXP' servers are globally sourced and your personal information will be routed through, and stored on, those servers as part of the service. If the location of our servers change in the future, we will update this Policy. You should review our Policy regularly to keep informed of any updates.

By providing your personal information to 'SXP', you consent to 'SXP' storing your personal information on servers as determined by 'SXP'. While your personal information will be stored digitally, it will remain within 'SXPs' effective control at all times. The server host's role is limited to provisioning a hosting and storage service to 'SXP', and we've taken steps to ensure that our server hosts do not have access to, and use the necessary level of protection for, your personal information.

If you do not want your Personal Information to be globally provisioned, you should not provide 'SXP' with your personal information or use the service.

13. 'SXP' takes steps to protect your personal information

'SXP' is committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your personal information is stored on secure servers that have SSL Certificates issued by leading certificate authorities, and all data transferred between you and the service is encrypted. We have taken a number of steps to protect the data from loss, misuse and unauthorised access, modification or disclosure. We use appropriate industry standard security technology to ensure that your information is transmitted safely to us through the internet or other electronic means.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the service within a secure environment.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

When we no longer need your personal information we will take all reasonable steps required to de-identify or destroy it.

14. You may request access to your personal information

It is your responsibility to ensure that the personal information provided to us is accurate, complete and up-to-date. You may request access to the information we hold about you, or request that we update or correct any personal information we hold about you, by contacting us, or by setting out your request in writing and sending it to us at support@sxpglobal.com.au.

'SXP' will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested. In some circumstances, it may be necessary for us to seek to arrange access to your personal information through a mutually agreed intermediary.

We'll only keep your personal information for as long as we require it for the purposes of providing you with the Services. However, we may also be required to keep some of your personal information for specified periods of time, for example under certain laws relating to corporations, money laundering, and financial reporting legislation.

15. 'SXP' only discloses personal information in limited circumstances

Your Personal Information may be shared with your nominees, as is necessary and appropriate to facilitate the purpose for which Your Personal Information was collected pursuant to this Policy, including the provision of the Services.

All 'SXP' personnel who have access to personal information are legally bound not to disclose it and may only use it for purposes incidental to undertaking their duties as an employee of 'SXP'.

'SXP' will not otherwise disclose your personal information to a third party outside of our affiliates without your consent. However, you should be aware that 'SXP' may be required to disclose your personal information without your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. information.

The third parties who host our servers do not control, and are not permitted to access or use your personal information except for the limited purpose of storing the information.

16. 'SXP' uses cookies

In providing the Services, 'SXP' utilises "cookies". A cookie is a small file that is stored on your computer for record-keeping purposes. A cookie does not identify you personally or contain any other information about you but it does identify your computer.

We and some of our affiliates and third-party service providers may use a combination of "persistent cookies" (cookies that remain on your hard drive for an extended period of time)

and “session ID cookies” (cookies that expire when you close your browser) on the site to, for example, track overall site usage.

You can set your browser to notify you when you receive a cookie so that you will have an opportunity to either accept or reject it in each instance. However, you should note that refusing cookies may have a negative impact on the functionality and usability of the site.

We do not respond to or honour “Do Not Track” requests at this time.

17. You can opt-out of any email communications

‘SXP’ sends billing information, product information, service updates and service notifications to you via email. Our emails will contain clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the Service. ‘SXP’ will remove you at your request.

18. ‘SXP’ has a privacy complaints process

If you wish to complain about how we have handled your personal information, please provide our Privacy Officer with full details of your complaint and any supporting documentation:

- by e-mail at support@sxpglobal.com.au or
- by letter to The Privacy Officer, ‘SXP’, PO Box 1197, Darling, Victoria 3145, Australia.

Our Privacy Officer will endeavour to:

- provide an initial response to your query or complaint within ten Business Days, and
- Investigate and attempt to resolve your query or complaint within 30 Business Days or such longer period as is necessary and notified to you by our Privacy Officer.

19. This Policy may be updated from time to time

‘SXP’ reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this site. ‘SXP’ will make every effort to communicate any significant changes to you via email or notification via the service. Your continued use of the service will be deemed acceptance of any amended Policy.