

# SmartFees Privacy Policy

## Introduction

Protecting our clients and their customers' privacy is important to SmartFees. The following statement outlines how SmartFees collects, uses, discloses and safeguards personal and secure information.

SmartFees is proud of the customer service we provide to our clients. We respect our clients' privacy and that of their customers. Our Privacy Policy ensures the trust you place in us when providing us with personal and secure information.

## Information collection

The amount and type of personal information we hold about you depends on the nature of your relationship with us, and the extent to which you have used our services. We collect, client data for normal operations, repair or problem resolution, customer information for clients' use on our website, customer orders, client email addresses, IP addresses for purpose of system administration when guests visit our website.

## Use and Disclosure

We may use your personal information to:

- Administer, manage and provide the products and services we provide to you, including carrying out data repair, system testing and backup.
- Assess and process any orders for our products and services.
- Send out periodic emails regarding offers or services we can provide as well as vital information about your use of our software.

We will not provide any personal information to other companies or individuals unless authorised to do so by the client or required to do so by law.

## Security

SmartFees strictly protects the security of the personal information we collect. We carefully protect your data from unauthorised access or disclosure, alteration or destruction.

Password, credit card and personal information collected online is encrypted, information collected via web based forms uses SSL encryption, databases stored on our web server are password protected and reside in secure locations to prevent unauthorised access.

We protect your data from unauthorised use by password access to our Members areas. Passwords, firewalls and virus protection are used to protect SmartFees systems holding personal information from unauthorised access. Security alarms and internal procedures are used to protect premises that house our systems.

## Cookies

To ensure we are providing information customers need and want, SmartFees collects site-visitation statistics using cookies. A cookie is a small data file that contains information in relation to your visit to a website. A client has the option of turning cookies off on their browser software but this may reduce functionality. Cookies are only available to the server that sets them (i.e. SmartFees's server) and cookies do not have the ability to gather and report information about other activities of the user back to the website.

## Links to Other Sites

Users should be aware that when you are on SmartFees websites you could be directed to other sites that are beyond our control. There are links to other sites from SmartFees's websites that take you out of our service. These other sites may send their own cookies to users, collect data or solicit personal information. Always be aware of where you end up.

## Disclaimer

The information and advice provided by SmartFees is made in good faith and is derived from sources believed to be reliable. However, clients are responsible for making their own judgements on information provided and are advised to verify all relevant representations. SmartFees does not accept liability for any injury, loss or damage incurred by reliance on the information or advice provided by this website, including any links to external Internet sites.

## Access to Personal Information

If you require any changes to be made to information stored by SmartFees contact us on 1300 859 470 or send us an email at [enquiries@smartfees.com.au](mailto:enquiries@smartfees.com.au).

## Concerns

If you have a privacy concern please contact one of our customer service officers on 1300 859 470 or send us an email at [enquiries@smartfees.com.au](mailto:enquiries@smartfees.com.au). By using our sites, you signify your approval of SmartFees's Privacy Policy. If you do not agree with this policy, please do not use our sites. Your continued use of the SmartFees websites following the posting of changes to these terms will mean you accept those changes.