

## CDC Data Centres Privacy Policy

### Canberra Data Centres (CDC) and the Australian Privacy Act

This Privacy Policy (“the Privacy Policy”) outlines the way in which CDC Data Centres Pty Ltd and its related entities (“CDC” or “the CDC Group”) collects, holds, uses, and discloses personal information.

CDC follows the Australian Privacy Principles (“APPs”) guidelines issued by the Office of the Australian Information Commissioner (OAIC). The APPs set out how CDC should collect, use, secure, or disclose personal information and how to access these records containing personal information.

By using CDC’s websites, applications, and services, or otherwise providing CDC with your information, you consent to CDC collecting, holding, using and disclosing your personal information as described in this Privacy Policy.

In this Privacy Policy, personal information has the meaning given it in the Privacy Act 1988 (“the Privacy Act”), and includes information or an opinion, whether true or not, about an identified individual or an individual who is reasonably identifiable.

### CDC Website

CDC does not collect your identifiable personal information when you are browsing the CDC website to read or download information.

A visit to the CDC website to read or download information, may result in the recording, through our web server log files the following non-personal information for statistical purposes:

- Your server address,
- Account top level domain name (e.g. .gov, .com, .edu, .org, .au, .nz etc),
- Pages accessed and the documents downloaded,
- Search terms used,
- Date and time visited the site,
- Previous site visited,
- Computer operating system (e.g. Windows, Linux, Mac OS), and
- Type of browser used (e.g. Internet Explorer).

This data helps CDC manage the website efficiently and securely, including monitoring to prevent security breaches and to enhance the website to user needs. No attempt is made to identify visitors’ browsing activities, except in the unlikely event of a criminal investigation, e.g. where a law enforcement agency may exercise a warrant to inspect CDC’s Internet Service Provider’s (ISP) logs.

If you send a message to CDC through the web contact page CDC only records or uses the personal information to respond to the request or provide the requested service. Email addresses collected in this way will not be added to a mailing list or used for any other purpose.

If CDC wishes to use email addresses for another purpose, we will seek prior consent by way of a specific request in writing.

## **Cookies**

Cookies are pieces of information that a website can transfer to a visitor's web browser. Parts of CDC's website may store cookies on browsers to provide a better service on the next visit to the site.

Web browser's settings can be changed to reject cookies or to prompt each time a website wishes to add a cookie to the browser. Some functionality on the website may be affected by this.

For more information about cookies and instructions on how to adjust browser settings to restrict or disable cookies, see the Office of the Australian Information Commissioner's Privacy Fact Sheet 4.

## **Information Security**

CDC maintains the same level of security for personal information collected electronically as for personal information collected on paper. However, if you are providing personal information via an email or an online form, be aware that there are some risks to transmitting data via the Internet.

## **External Web Links**

CDC's web site may contain links to other web sites. CDC is not responsible for the content and the privacy practices of other web sites and encourages you to examine each web site's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material and information found.

## **How Personal Information is Collected and Maintained**

CDC collects personal information only where it is reasonably necessary for, or directly related to, CDC's functions or activities, or if collecting sensitive information, if the person concerned expressly consents to the collection.

CDC will generally collect personal information directly from you when you provide your details to us. CDC may also collect your personal information indirectly through emails, forms, online queries, the use of our website and telephone conversations.

When personal information is received that was not asked for, it is handled as if the information was requested.

## **Types of Information Collected**

The types of information that CDC may request may include the following;

- Your details on a customer purchase order
- E-mail notification for example: your order status, your web account number, our technical response to your problem
- Your contact for a mailing list
- Our response to your request for a quotation
- Your customer satisfaction level
- Your acceptance to receive information from a sales person
- Confirmation that you will attend a CDC business related conference or seminar

In the case of newsletters or mailing lists, you can "unsubscribe" to these mailings at any time:

1. By emailing simply the words REMOVE on the subject field, your company name and contact details and we will remove your details from our database –  
Email: [contact@cdcdc.com.au](mailto:contact@cdcdc.com.au)

2. By calling Sales on 1300 232 232

### **CDC will use your personal information for specific purposes**

CDC will only use your information to support your interaction with CDC. CDC staff who access your information under normal business procedures have been advised that they must protect your data and privacy in accordance with this Privacy Policy.

### **Anonymity**

You have the option of dealing with CDC without revealing your identity. You may remain anonymous or use a pseudonym, unless CDC is required or authorised by law to deal only with an identified person, or it is impracticable for CDC to respond without you being identified, e.g. to provide you with feedback.

If a pseudonym is used, CDC will not link other personal information to the pseudonym unless required or authorised by law, it is impracticable for CDC to act differently, or you have consented to a link. Access to any personal information that may be linked to a pseudonym is restricted to authorised staff.

### **Transborder Dataflows**

CDC may disclose your personal information to other members of the CDC Group including those members located in New Zealand.

Otherwise, CDC will not disclose your personal information to overseas recipients unless we are required or authorised by law to do so.

### **Data Quality**

CDC will endeavour to collect and use personal information that is accurate, complete and up to date. CDC will take reasonable steps to confirm the quality of personal information before it is used or disclosed.

### **Data Security**

CDC uses a range of physical and electronic systems to store the personal information and takes all reasonable steps to secure the information from misuse, interference and loss, unauthorised access, modification or disclosure.

These measures include but are not limited to:

- Restricted physical access to our offices
- Secure cupboards and storage containers for paper records
- Secure computer systems and networks for electronic records
- Controlled access to databases by authorisation, training and passwords
- Workplace policies
- Regular review and testing of our physical and electronic systems.

CDC offices have ISO/IEC 27001:2013 Information Security Management System certification.

### **Access and Correction**

Under the Privacy Act, Australian Privacy Principle 12 (APP 12) allows a request to access personal information. Australian Privacy Principle 13 (APP 13) allows a request to correct personal

information if believed that the information is incomplete, inaccurate, out of date, misleading, or irrelevant.

Under the Privacy Act, requests can be in writing, including by email, or by telephone. CDC will require you to verify your identity and specify what information you require. Requests can be sent to CDC via:

Email: [contact@cdc.com.au](mailto:contact@cdc.com.au)

Post: Privacy Contact Officer

PO Box 635

Fyshwick, ACT 2609

Telephone: 1300 232 232