

Ensyst Privacy Policy

This is important information we need to share with you, so we recommend taking the time to read through the details so you can get up to speed.

Our Privacy Policy is all about personal information – all the things we know about you. Because your information is so important to us, we'll always be honest and transparent about how we handle it.

This Policy explains how we collect your personal information, what we do with it, and, most importantly, how it's protected.

Why we collect personal information

We collect personal information from you when it is reasonably necessary for a business purpose. That means we collect it to supply you with the products you have asked for and to provide you with the best possible service.

Other reasons we collect personal information are to:

- Understand you, and how we can meet your needs now and in the future.
- Develop or evaluate products.
- Make ads more relevant to you, whether they're about our products or those of other companies.
- Manage our business.
- Comply with our legal obligations.

The type of information we collect

Ensyst collects personal information like your name, job title, occupation, address, and other contact details. We generally do not collect information that is considered 'sensitive information'.

There are a few different ways we may collect personal information:

What we collect straight from you

We collect most personal information directly from you. For example, you might fill out a form, subscribe to a newsletter, respond to a survey, submit an enquiry or request for information, register to attend an event organised by Ensyst or one of our partners, or give it to one of our representatives on the phone.

Of course, you can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with the product you've asked for or give you the level of service you expect.

What we collect from your online activity

Ensyst's website uses cookies and other digital identifiers. These include:

- Site performance identifiers: these give us information about how our websites are used. This helps us provide you with a more user-friendly experience.
- Analytics cookies: we use these to gather statistics about our site. For example, they help us monitor how many users are on the site, and what sections are most popular.

It's important to know you can clear cookies or digital identifiers from your device and also disable future use of them by changing the security settings on your web browser. However, doing this might mean that parts of Ensys's website may not work as it should.

What we collect from others

Other people might give us personal information about you. For example, if you apply for a role with us we may need to speak with your referees. We may also collect personal information from other companies that are able to disclose it to us, if it's not practical to collect it from you. For example, we may buy or obtain personal information from trusted sources to help us identify people who might be interested in hearing about our products and services.

We will take reasonable steps to make sure you know we have your personal information, how we got it and how we'll handle it.

[Ensys and who we work with](#)

The Optus Group

Ensys is part of the Optus Group, which includes Singtel Optus Pty Ltd and its subsidiaries. We may share your personal information within the wider Optus Group.

Other parties we work with

We also work with a number of other companies who help us to provide our products and services, such as business consultants, telemarketers, survey companies, and event organisers, and in certain circumstances may share personal information with them too. These companies are subject to strict controls that protect your information from unauthorised use or disclosure, and limit their access to your personal information to the extent necessary to do their job.

Legal obligations and other privacy exceptions

We give access to personal information where we are permitted or obliged to do so by Australian law or a law enforcement body. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

Others

We will only otherwise disclose personal information to others if you've given us permission, or if the disclosure relates to the main reason we collected the information and you'd reasonably expect us to do so.

[Advertising and promotion](#)

Everyone hates being bombarded with ads for things they don't need or have any interest in. Ensys may use your personal information to send you information about our events, products and services which may be customised to your interests, characteristics or general location. We'll make sure any marketing we send you clearly tells you how to opt out, or you can tell our phone staff.

[Security](#)

Security is serious. We're committed to protecting your personal information. Some of the security measures we use include:

- Firewalls and access logging tools that protect against unauthorised access to your data and our network.
- Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
- Secure server and closed network environments.
- Virus scanning tools.
- Management of access privileges, to ensure that only those who really need it can see your personal information.
- Ongoing training and security reviews.

These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by contacting us on the details below. It will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so you can agree to it before we go ahead.

Quality of personal information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please contact us on the details below.

Getting in touch

We recognise your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices. If there are any questions regarding this privacy policy you may contact us on the following details:

Website: www.ensyst.com.au

Address: 111 Elizabeth Street, Sydney, NSW 2000 Australia

Phone: 02 8236 7600

Email: info@ensyst.com.au

If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you within 30 days.

Changes

We'll amend this policy if our practices change. Details of recent amendments and the date they were made will be detailed below.

Last amended: [17 September 2015]