

Privacy Policy

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website, the Kloud Connect Software Platform, or through any mobile applications that we may provide (Site). In this Privacy Policy “us, we or our” means Kloud Connect Pty Ltd (ABN 55 638 920 313).

About Kloud Connect and Our Role

Kloud Connect provides a software-as-a-service platform designed to enable accounting and advisory firms (**Clients**) to efficiently manage their practice, including client relationships, workflow, staffing, invoicing and document management. The platform operates as practice management software.

In this Privacy Policy:

Client means an organisation that has engaged Kloud Connect to use our platform.

End Client means any individual or entity whose personal information is provided to us by a Client (for example, the Client’s customers, staff or contacts).

Where we collect personal information directly from a Client, we do so as a controller of that information. Where a Client provides us with personal information about End Clients, we generally act as a service provider (or processor) on behalf of the Client. In those circumstances, the Client acknowledges that they are responsible for ensuring they comply with applicable privacy laws, including providing any required notices and obtaining any necessary consents.

Personal Information We Collect

The types of personal information we collect depend on our relationship with you as a Client or an End Client.

Where you are a **Client**, we may collect personal information directly from you or your organisation when you engage with us, including when you inquire about, access or use our platform.

Where you are an **End Client**, we generally collect your personal information from our Clients through their use of our platform. In these circumstances, we process that information on behalf of the relevant Client.

Kloud Connect may also process personal information that a Client has collected from individuals in connection with the provision of accounting or advisory services.

The types of personal information we may collect include:

- ☐ Your name and/or image, your age and/or date of birth;
- ☐ Your contact details, including email address, mailing address, street address and/or telephone number;
- ☐ Your credit card or payment details (through our third party payment processor);
- ☐ Your preferences and/or opinions including information you provide to us through customer surveys;
- ☐ Sensitive information of the kind described in the next section;
- ☐ Details of products and services we provide to our Clients and/or that you have enquired about, and our responses to you;
- ☐ Your browser sessions and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries and/or browsing and usage behaviour;
- ☐ Information about your access and use of the Site, including through the use of internet cookies, your communications with the Site, the type of browser you are using, the type of operating system you are using and the domain name of your internet service provider;
- ☐ Additional personal information that you provide to us, directly or indirectly, through your use of the Site, associated applications, associated social media platforms and/or accounts from which you permit us to collect information; and
- ☐ Any other personal information requested by us and/or provided by you or a third party.
We may collect these types of personal information directly from you or from third parties.

Sensitive information

Sensitive information is a subcategory of personal information that is given a higher level of protection under the Australian Privacy Principles. Sensitive information means information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional associations or memberships, philosophical beliefs, sexual orientation or practices, criminal records, health information or biometric information.

The type of sensitive information we may collect about an individual includes:

- ☐ Accounting/financial information that is provided to us; and

We may collect sensitive information about a person through the manner in which a Client or End Client uses the application and the documentation they upload to our system. We will not otherwise collect sensitive information about you without first obtaining your consent.

Collection and Use of Personal Information

We may collect, hold, use and disclose personal information differently depending on whether the information relates to a **Client** or an **End Client**.

Client personal information may be used for the following purposes:

- To provide access to and operate the platform, including the Site and associated applications;
- To manage our relationship with you, including onboarding, support, communication, invoicing and billing;
- For internal record keeping and administrative purposes;
- For analytics, product improvement, market research and business development;
- For marketing and promotional purposes (where permitted by law); and
- To comply with legal obligations and resolve disputes.

End Client personal information is generally processed on behalf of a Client and may be used for the following purposes:

- To enable Clients to manage their accounting and advisory services, including generating documents, engagements and invoices;
- To support the operation, functionality and security of the platform; and
- To comply with legal obligations and resolve disputes.
- We do not use End Client personal information for our own direct marketing purposes.

If you are a **Client** and provide us with personal information about **End Clients**, you warrant that you have the authority to do so and that you have complied with all applicable privacy laws, including providing any required notices and obtaining any necessary consents for us to collect, use, store and disclose that information in accordance with this Privacy Policy.

Where personal information relating to an End Client is provided to us by a Client through their use of the platform, we rely on that Client's compliance with those obligations.

If you are an End Client and believe that your personal information has been provided to us without appropriate authority or consent, please contact us and we will take reasonable steps to investigate and address the issue.

Your personal information may only be used and disclosed for the primary purposes for which it was collected as well as for secondary purposes relating to the primary purpose for which your personal information was collected, including:

- Providing services for a purpose that is directly related to the primary purpose for which the personal information was collected; and
- Data analytics purposes.

Disclosure of personal information to third parties

We may disclose personal information to:

- ☐ Third party service providers (whether in Australia or overseas) for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
- ☐ Our employees, contractors and/or related entities;
- ☐ Our existing or potential agents or business partners;
- ☐ Anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- ☐ Regulatory authorities who have jurisdiction over our Clients;
- ☐ Credit reporting agencies, courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- ☐ Courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you. This may include parties located, or that store data, outside of Australia, including without limitation, India.
- ☐ Third parties to collect and process data, such as Google, Microsoft or other relevant businesses. This may include parties that store data outside of Australia, including without limitation, the United States of America and India.

In addition, you permit us to use your personal information:

- ☐ Where you have consented to the use or disclosure or where our Client who has provided us with your personal information has confirmed to us (including by its use of the Site) that you have provided your consent to the use or disclosure;
- ☐ Where we reasonably believe that use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- ☐ Where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
- ☐ Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process); and
- ☐ Where we reasonably believe that use or disclosure is necessary for the prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, or conduct of, proceedings before any court or tribunal (or the implementation of orders of a court or tribunal or on behalf of an enforcement body).

We may disclose personal information to service providers and contractors located outside Australia where this is reasonably necessary to deliver our services. By providing your personal information, you acknowledge and consent to this disclosure.

We will take all reasonable steps to ensure that any overseas recipients, including our contractors, handle personal information in a manner consistent with the Australian Privacy Principles. This may include implementing contractual obligations, conducting due diligence, and applying appropriate security and data handling requirements.

However, you acknowledge that, in some circumstances, we may not be able to ensure that all overseas recipients comply with Australian privacy laws. Those recipients may not be subject to the Privacy Act 1988, and you may not have the same rights or remedies in relation to your personal information as you would under Australian law.

Your rights and controlling your personal information

Consent: Please read this Privacy Policy carefully. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of this Site or the products and/or services offered on or through it.

Third Parties: If we receive/provide personal information about you from/to a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

Restrict/Access: If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below. You may request details of the personal information that we hold about you.

Accuracy: If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the details below. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading or out of date.

Complaints: If you wish to make a complaint about how we have handled your personal information, please contact us using the details below and provide us with full details of the complaint. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

Storage and security

We take the security of personal information seriously. While no method of transmission over the internet or electronic storage is completely secure, we implement reasonable technical and organisational measures to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure.

These measures include (where appropriate) encryption, access controls, security testing (including audits and penetration testing), and the use of industry-standard security technologies and practices. Access to personal information is restricted to authorised personnel who require it to perform their duties.

You are responsible for maintaining the confidentiality of your account credentials, including your username and password, and for all activity that occurs under your account.

Cookies

We may use cookies on the Site from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you choose to provide the Site with personal information, this information may be linked to the data stored in the cookie. You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Links to other websites

Our Site may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

Changes to the Privacy Policy

We may, at any time and at our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on the Site. We recommend you check the Site regularly to ensure you are aware of our current Privacy Policy.

For any questions or notices, please contact our Privacy Officer at: hello@kloudconnect.com.au