

Privacy Policy

Last updated: 30 June 2026

1. Introduction

CommsOps Pty Ltd (ACN 698 722 146) ("we", "us", "our") is committed to protecting the privacy of individuals who interact with our website, platform, and services. This Privacy Policy explains how we collect, use, disclose, and manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By accessing our website or using our services, you acknowledge that you have read and understood this Privacy Policy.

2. What Personal Information We Collect

We may collect the following types of personal information:

- **Identity information:** name, job title, company name
- **Contact information:** email address, phone number, mailing address
- **Account information:** username, password (encrypted), account preferences
- **Usage data:** IP address, browser type, pages visited, time spent on pages, referring URLs
- **Communications:** enquiries, support requests, and correspondence you send to us
- **Payment information:** billing details (processed securely by third-party payment providers; we do not store full card details)

We only collect personal information that is reasonably necessary for our functions and activities.

3. How We Collect Personal Information

We collect personal information:

- directly from you when you register for an account, submit a form, or contact us

- automatically through cookies, web beacons, and analytics tools when you use our website or platform
- from third parties such as identity verification providers, payment processors, or publicly available sources, where permitted by law

4. How We Use Personal Information

We use personal information to:

- provide, operate, and improve our products and services
- create and manage your account
- process transactions and send related information
- respond to enquiries and provide customer support
- send service-related communications (e.g., security alerts, updates)
- send marketing communications where you have consented or where permitted by law
- comply with our legal obligations
- detect, investigate, and prevent fraudulent or unauthorised activity

We will not use your personal information for a purpose other than the primary purpose of collection unless you have consented, or an exception under the APPs applies.

5. Disclosure of Personal Information

We may disclose personal information to:

- **Service providers:** third-party vendors who assist us in operating our platform (e.g., cloud hosting, analytics, payment processing, customer support tools). These providers are required to handle personal information in accordance with our instructions and applicable privacy laws.
- **Professional advisers:** lawyers, accountants, and auditors, subject to confidentiality obligations
- **Regulatory authorities:** where required or authorised by law (e.g., the ATO, ASIC, or law enforcement agencies)
- **Business transfers:** in connection with a merger, acquisition, or sale of assets, subject to appropriate confidentiality protections
- **With your consent:** to any other party where you have provided express consent

We do not sell personal information to third parties.

6. Overseas Disclosure

Some of our service providers are located outside Australia. Where we disclose personal information to overseas recipients, we take reasonable steps to ensure those recipients handle the information in a manner consistent with the APPs, including through contractual arrangements.

7. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your experience and collect usage data. You can control cookie settings through your browser; however, disabling certain cookies may affect the functionality of our website.

We use the following types of cookies:

- **Essential cookies:** required for the website to function
- **Analytics cookies:** help us understand how visitors use our website (e.g., Google Analytics)
- **Preference cookies:** remember your settings and preferences
- **Marketing cookies:** used to deliver relevant advertising (where applicable)

8. Data Security

We implement appropriate technical and organisational measures to protect personal information from unauthorised access, disclosure, alteration, or destruction. These measures include encryption in transit and at rest, access controls, and regular security reviews.

While we take reasonable precautions, no method of transmission over the internet is completely secure. We cannot guarantee absolute security.

9. Data Retention

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When personal information is no longer required, we take reasonable steps to destroy or de-identify it.

10. Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or out of date. To make a request, contact us using the details in clause 13.

We will respond to access and correction requests within a reasonable time. In some circumstances, we may be unable to provide access (e.g., where it would unreasonably affect the privacy of another individual), and we will explain the reasons in writing.

11. Notifiable Data Breaches

We are subject to the Notifiable Data Breaches (NDB) scheme under the Privacy Act 1988 (Cth). If we become aware of an eligible data breach that is likely to result in serious harm to affected individuals, we will notify the Office of the Australian Information Commissioner (OAIC) and affected individuals as required by law.

12. Complaints

If you believe we have breached the APPs or this Privacy Policy, you may lodge a complaint by contacting us at the details below. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 business days.

If you are not satisfied with our response, you may lodge a complaint with the OAIC at www.oaic.gov.au or by calling 1300 363 992.

13. Contact Us

For privacy-related enquiries, access requests, or complaints, please contact:

Privacy Officer

CommsOps Pty Ltd

Email: support@commsops.com.au

14. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised "Last updated" date. We encourage you to review this policy periodically.