



EA Technology Australia Privacy and Cookie Policy



Classification : Public

Date: 13 June 2025




1. Who We Are

EA Technology Australia Pty Ltd (**ABN 97 134 783 887**), registered in New Zealand under **NZBN 9429041365618**, is part of the global EA Technology Group. We are committed to protecting your privacy in accordance with:

- The Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- The New Zealand Privacy Act 2020 and its 13 Privacy Principles

This policy applies to all individuals we interact with in Australia, New Zealand, or via our digital platforms.

Contact details for all privacy matters:

-  au.sales@eatechnology.com
-  +61 7 3256 0534
-  381 Macarthur Avenue, Hamilton QLD 4007, Australia

2. What This Policy Covers

This Privacy Policy explains:

- What personal information we collect
- Why and how we collect and use it
- Where it is stored and with whom it is shared
- Your rights and choices
- How we use cookies
- How to contact us or make a complaint

3. What Personal Information We Collect

Depending on your interaction with us, we may collect:

Category	Examples
Identity data	Name, job title, employer
Contact data	Phone number, email, address
Technical data	IP address, browser type, device
Usage data	Website activity, page views
Marketing preferences	Opt-in status, interests

We do **not** collect sensitive data (e.g. health, ethnicity) unless required and with your explicit consent.

4. How We Collect Your Data

We collect personal data via:

- Direct interaction (e.g. calls, contact forms, meetings)
- Use of our website and online tools
- Event participation and training registrations
- Automated technologies such as cookies and analytics

5. How We Use Your Information

We use your data to:

- Provide and support our products and services
- Respond to enquiries and deliver customer support
- Improve our offerings and website performance
- Comply with legal obligations
- Send you updates and marketing (with consent)

Our lawful basis includes consent, contractual necessity, legal obligation, and legitimate interest, depending on the context. Our legitimate interests include delivering efficient customer service, improving our products, and maintaining network and data security.

6. Overseas Disclosure and Data Hosting

Your personal information may be accessed or processed by other EA Technology Group companies or suppliers located outside Australia and New Zealand, including in:

- The United Kingdom
- Singapore
- The USA

In particular, our business systems (including CRM and SharePoint) are hosted on Microsoft Azure servers located in the United Kingdom.

We take reasonable steps to ensure overseas recipients do not breach the APPs or NZ Privacy Principles, including by enforcing our **Intra-Group Data Sharing Agreement** dated 10 June 2025.

7. Cookies and Tracking Technologies

Our website uses cookies to improve functionality, analyse usage, and enhance your browsing experience. These small text files may be stored on your device when you visit our site.

We use:

- Essential cookies – required for website operation
- Performance cookies – to understand how visitors use our site

You can manage or disable cookies via your browser settings. If you choose to block all cookies, some parts of the website may not function properly. If you have questions about how we use cookies, you can contact us at au.sales@eatechnology.com. You can also visit www.allaboutcookies.org or consult your browser's help function for guidance on managing cookie settings.

8. Data Security

We use appropriate technical and organisational measures to protect your personal information, including:

- Encrypted storage (AES standard)
- Role-based access controls
- Regular audits and monitoring

Data is only accessible to authorised personnel for legitimate business purposes.

9. Data Retention

We retain your personal data only for as long as needed to:

- Fulfil the purposes for which it was collected
- Comply with legal and tax obligations
- Handle complaints or defend legal claims

Where appropriate, data may be anonymised and retained for research or analytics purposes.

10. Your Rights

Under the Australian Privacy Act 1988 and the New Zealand Privacy Act 2020, you have the right to:

- Access the personal information we hold about you
- Request correction of your information if it is inaccurate, out-of-date, incomplete, irrelevant or misleading
- Withdraw your consent (where we rely on consent to process your data)

- Opt out of direct marketing communications
- Lodge a complaint with a privacy regulator if you believe we have breached your rights



To exercise these rights, contact us at au.sales@eatechnology.com or call +61 7 3256 0534.

11. How to Make a Complaint

We encourage you to contact us first. If unresolved, you may lodge a complaint with:

Australia

Office of the Australian Information Commissioner (OAIC)

 1300 363 992 |  [oaic.gov.au](https://www.oaic.gov.au)

New Zealand

Office of the Privacy Commissioner

 0800 803 909 |  [privacy.org.nz](https://www.privacy.org.nz)

12. Policy Updates

We may update this policy periodically. All updates will be published on our website and marked with the latest revision date.



Safer, Stronger, Smarter Networks

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