

BGL Corporate Solutions Pty Ltd

Privacy Policy and Collection Statement



This privacy statement discloses the privacy practices of BGL Corporate Solutions Pty Ltd of Suite 2, 606 - 608 Hawthorn Road, East Brighton, Vic, 3187.

BGL is exempt from the Privacy Act and the National Privacy Principles NNPs as it is a small business as defined by that Act at 1 April 2002.

It is BGL's mission to build users trust and confidence as BGL Corporate Solutions Pty Ltd is committed to user privacy and would like to disclose our practices.

BGL will update this privacy policy and it is subject to change without prior notice. If it is changed, the changes will be posted at www.bglcorp.com.au so that you are always aware of the type of information collected, how the information may be used, and under what circumstances it may be disclosed by BGL.

Please note that if at any time BGL is required by law to release information about you or your organisation, BGL must cooperate fully.

Information Collection and Use

BGL Corporate Solutions Pty Ltd is the sole owner of the information collected. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. BGL Corporate Solutions Pty Ltd collects information from our clients via email, BGL website, BGL Client Centre, BGL Wiki forums, facsimile, telephone and mail.

Information is collected when clients :

1. Place order for our software
2. Provide feedback either on paper, electronically or by telephone
3. Register for training
4. Renew software subscriptions
5. Participate in special offers
6. Request information on our products
7. Register a support call
8. Access our Internet site
9. Communicate in Wiki forums

Data files containing client information (and information of our clients' clients) may also be collected to:

10. Assist with the resolution of software problems
11. To convert data from another software package to a BGL software package
12. To combine two BGL software package data sets

What happens if you do not provide the information?

Should the relevant information not be provided, clients may be disadvantaged as they may not receive updates, support calls may not be able to be resolved and information may not be provided to the correct person.

What does BGL collect and how is your information used by BGL?

We request information from the clients to provide you with a specific service. This may include details of special offers, updates to software, details of product training courses and updates sessions, newsletters, new product information and other information of interest. Information collected may be in the form of email, website submissions, facsimile, phone, face to face or mail. A client may provide information such as contact names, business name, contact number, facsimile number, mailing address and financial information like credit card number and expiration date, cheque or direct debit data. This information is used for billing purposes. If we have trouble processing payment, the contact information is used to contact the client.

BGL use IP addresses to analyse trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

BGL will send out materials to clients in reference to training sessions, special offers etc. If at any time you receive material that you did not request or do not want to receive such material any more, see Correcting and Updating Your Profile below.

Data files are used by BGL to resolve software problems, or to convert or combine data files.

Who does BGL Disclose personal information to?

BGL will not sell, rent, trade or otherwise supply to third parties any personal information or data files obtained from you unless you consent. We do not share aggregated demographic information with any other companies.

BGL may provide other businesses with which you may become associated details of your investment in our software.

How will BGL keep your personal information secure?

BGL takes every precaution to protect our clients' information. When clients submit sensitive information via the BGL website or BGL Client Centre, information is protected both online and off-line. When our registration/purchase form asks users to enter sensitive information (such as credit card number), that information is protected.

BGL has security measures designed to protect against the loss, misuse and/or alteration of the Information under its control.

All user information is maintained in our Lotus Notes computer database of which is secured. All client information is password protected. All paper files maintained are filed and secured with a lock.

All client data is stored on our file servers. User access is controlled by login names and passwords. Client data is deleted once the support problem has been resolved or the conversion or combination of data is complete.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on our Website so our clients are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use personal identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email.

Clients will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

Please note that if at any time BGL is required by law to release information about you or your organisation, BGL must cooperate fully.

This Privacy Policy does not apply to acts or practices of BGL that are directly related to employee records of current or former employees.

BGL Marketing and you the customer

BGL Marketing shall give you the opportunity to opt out of any further marketing to you.

Correcting and/or updating your profile

BGL gives you the following options for accessing and modifying Information previously provided:

- (a) You may gain access to Information that BGL has collected about you, by contacting our Administration Manager. We will not charge you for responding to such request, unless we incur costs in providing the information.
- (b) You are able to change/update personal information through the BGL Client Centre or by obtaining a Change of Subscriber Form to change the firm's licensing details. To update contact names or email address an email can be sent to admin@bglcorp.com.au.

Contacting Us

If you have any questions regarding this Privacy Policy or BGL's Privacy Practices, contact:

BGL Corporate Solutions Pty Ltd

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Australia

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