

Ecounting Privacy Statement

When you trust Ecounting with your personal and business information, we know you expect us to protect it and keep it safe and secure.

This Privacy Statement covers the personal and business information that you disclose any time you interact with Ecounting, including when you visit our website, when you purchase or use Ecounting, or when you contact our sales or support consultants.

When we receive your personal and business information we:

- Tell you how we may use it
- Keep it in a secure way
- Make sure it is kept accurate and up to day
- Restrict how we use it
- Restrict who we provide it to.

This document briefly explains the main ways we protect your privacy and how we comply with the National Privacy Principles. It also describes the types of personal information we may collect from you.

When this document refers to we or us we mean Thrive Sustainability Services (ABN 19 164 547 123), the organisation responsible for Ecounting.

Collecting your personal information

Ecounting only collects personal information relevant to our business relationship to you and that allows us to provide you Ecounting products or services.

Dependent on the situation, information collected may vary to include your:

- First and last name
- Mailing address
- Phone number
- Email address
- Position
- Employer name
- Information about the intended use of Ecounting products and services.

This information is generally collected through the Ecounting registration form at www.ecounting.com.au/register. We may also request personal or business information when you make contact with Ecounting via email or phone.

In the cases of purchasing Ecounting, we may require financial information such as your credit card details.

Using your personal information

Your personal information is used to access to and provide you support for Ecounting products and services, and to keep you up to date on any changes to Ecounting.

Your information may be requested at the following times:

- When you're purchasing Ecounting, registering to use Ecounting, or contacting Ecounting support consultants with a question or an issue.
- To facilitate transactions and purchasing Ecounting products or services
- To identify users as the correct product or service owner and to ensure you are provided with the highest level of customer service.
- To keep you informed about Ecounting products and services and those of relevant business partners
- To fulfil legal and regulatory obligations

We only use personal or business information for the reason we collected it, unless you have provided your consent for us to do otherwise.

Specifically, Ecounting will use your information as follows:

Registering with Ecounting

When registering to use Ecounting, you must provide contact information (i.e. name and address). This information is used to provide you with login details to access Ecounting and for invoicing. In particular, this information is important as it enables us to contact you if we have trouble processing your registration or if there are any problems that need to be addressed.

Ecounting access

Your information is used to ensure only you, as a registered user of Ecounting, have access to Ecounting online services. Once your contact information is received a username and password are created and linked to your contact information. Access to the Ecounting requires this username and password to be entered.

Customer support

Once registered, users of Ecounting have access to ongoing customer support. To ensure accurate and effective advice and support, your registration details are linked to your contact details. This allows our support consultants to provide you with quality advice relevant to your particular situation when you contact us.

Using your personal or business information to market products or services to you

We won't sell, rent or otherwise provide your personal information to organisations including marketers.

We may use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to.

If you don't want to receive marketing offers from us, please let us know by emailing support@ecounting.com.au. We will act promptly on your request. We will also ensure each electronic message we send (e.g. by e-mail, SMS) includes a method that enables you to tell us you do not want to receive future electronic marketing material.

We will only use your personal or business information to offer you products and services, where we reasonably believe that they could be of interest or benefit to you.

Accessing your personal information

Registered users of Ecounting have access to all their personal information through their account login. They can update their personal information at any time.

You can also request access to your personal information at any time by emailing support@ecounting.com.au. You can request any corrections be made to your personal.

Keeping personal information accurate and up-to-date

Registered users of Ecounting can update their personal information at any time through their account login.

We take reasonable steps to make sure that we maintain the accuracy of your personal information collected, used and disclosed. We encourage you to help us by telling us immediately if you change your contact details (such as your phone number or address). You can contact us to change your details by emailing support@ecounting.com.au.

Is your personal and business information secure

Your data is important and needs to be securely stored and backed up. No hard copy records of your personal and business information are kept. For electronic records Ecounting uses comprehensive data security, storage and back up procedure as outlined in our Data Security Statement. For a copy of our Data Security Statement please visit www.ecounting.com.au.

How to contact us

If you have any questions regarding this Privacy Statement or Ecounting, please contact us by emailing support@ecounting.com.au or submit your question via the contact form on www.ecounting.com.au.

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