

SuttonNet

ABN 68 252 718 370

Privacy Policy

Introduction

This document sets out SuttonNet's policy for the management of private information, confidential business data and intellectual property of our clients, contacts and website users.

In this policy, "us", "we", or "our" means the registered family partnership DP & WT Sutton trading as SuttonNet, ABN 68 252 718 370, owner of this website.

We may, from time to time, review and update this privacy policy, including taking account of new or amended laws, new technology and/or changes to our operations. All personal information held by us will be governed by the most recently updated policy.

Information We Collect

Via website

We collect the following personal information via our websites:

1. Contact details are collected as supplied by you from time to time and added to our website database;
2. Web statistics recording the paths taken by visitors through the websites. This information is generally only recorded against IP address; it is not usually attributed to individual visitors. Statistics include:
 - the type of browser you are using,
 - the date and time of your visit,
 - your IP address,
 - the address of any website that referred you to ours, and
 - the addresses of pages accessed on our website and any documents downloaded.

Other

SuttonNet collects, records and/or views business information belonging to clients and enquirers, as part of its daily operations.

We provide software which assists clients to collect and manage potentially sensitive data: eg customers' contact and credit card details. Data for clients' business operations is processed through, or stored on, our servers.

Where we provide email hosting, clients' emails are temporarily stored on our servers.

SuttonNet has access at times to clients' confidential usernames and passwords for testing and maintaining their business/organisation web, email and IT services.

How We Collect Data

Contact details are collected when supplied by you, either via the website or by other means.

Web statistics are recorded by our server.

Business information is collected from you and with your permission as part of our daily operations.

Why We Collect It and How We Use It

We collect your contact details:

1. to respond to requests or queries you raise;
2. to keep you up to date with news, special offers, and other marketing information which you have opted-in to receive;
3. to communicate with you as needed, as a client or potential client.

We collect website statistics:

1. to measure and monitor the performance of our website;
2. to estimate interest in our products and services;
3. to refine and update our website's content;
4. to monitor our website for violations of the terms of use or any applicable laws by visitors.

As hosting providers, we or our server supplier will request identifying information - which may be obtainable from your IP address - from your Internet Service Provider in the event of suspected, attempted or actual abuse of this website or the server on which it resides.

Private Data Transferred to/from and Stored on Our Servers

SuttonNet has access to and may view clients' and contacts' business information in the course of our work, including development of website design proposals and quotes for existing or potential clients. All reasonable care is taken by SuttonNet to ensure the security and confidentiality of business or personal information.

Websites developed by us are provided with a website security certificate, for secure encryption of data between server and website user. We require every client to maintain a valid security certificate on their website while it is hosted on our server.

SuttonNet does not retain or utilise data, including contacts' details, from a client's database or website for any purpose other than development, testing and maintenance of their website(s) and associated email services.

Content of specific emails on our server may need to be viewed from time to time:

- where we deem that there is a need to monitor for violations of our hosting terms and conditions of use, or of any applicable laws by our clients, website visitors or others, or
- to assist clients with email problems such as spamming.

SuttonNet provides general advice only to clients on privacy and security matters, in the course of our services and in the following documents:

- [Terms & Conditions for Hosting](#)
- Bizazz Website Management System User's Manual (published version)
- material published on our websites or in mailouts from time to time.

It is the responsibility of each client:

- to ensure that the collection and management of any data via their website is legal, and
- to provide suitable protection both of contacts' privacy and of the client's business data.

SuttonNet will not knowingly aid in inappropriate or illegal collection or use of private data by our clients. We will:

1. suspend any website or email address which we are aware is being used in this way; and
2. request a change of practice immediately.

As required, we will also:

- inform relevant authorities,
- on a disputable matter: if the client will not conform to our policies, require the client to remove the domain from our server to another hosting company within 2 weeks,
- as soon as practicable, delete the domain and website from our server.

No refund of unused hosting payments will be provided in these circumstances.

How We Disclose Information

We may disclose your contact details or business information to third parties under the following circumstances:

- as part of renaming, sale or reorganisation of SuttonNet,
- when explicitly authorised to do so by you,
- as required or authorised by any applicable law,
- as part of an investigation by us or our server supplier into your bona fides or your activity on our website (including to your Internet Service Provider or network administrator),
- if we or our server supplier have reason to believe that you have committed a breach of any of our terms of use or have been engaged in any unlawful activity, and we reasonably believe that disclosure is necessary (including to the Police or any other enforcement body, or to your Internet Service Provider or network administrator),
- to lessen or prevent a serious threat to a person's health or safety.

We do not otherwise supply your private or business information to third parties.

Website statistics are communicated only to the owner of the website, excepting that:

1. selected web statistics for Bizazz websites and other SuttonNet designed sites may be used by us for marketing purposes. This will be done in a way which reflects positively on the websites and their owners;
2. we may publish or otherwise disseminate the statistics of unidentified websites, or pooled web statistics from a number of websites which we host.

Cookies

Cookies are tokens containing small amounts of information that are passed between a web browser and server. They may be used for various purposes, including to retain information between visits if you return to the website at a later time. We may use cookies for website statistics or for other reasons deemed necessary or desirable for the function of the website.

You may opt out by turning off cookies in your browser. Disabling cookies may result in reduced website functionality.

Opting In and Out

If you supply us with your email or postal address, you may be asked to opt in to receive marketing information from SuttonNet by email or other means. You may opt out of receiving this information at any time, by contacting us in writing.

Information Management and Security

We take all reasonable steps to ensure that the personal and business information we hold is not lost, misused, or inadvertently provided to unauthorised third parties.

Data submitted via this website in online forms is encrypted during transmission by a website security certificate.

Access to information collected by this website and/or held in the website's database is limited to designated SuttonNet personnel.

You acknowledge that the security of communications sent by electronic or other means cannot be guaranteed. You provide information to us via the Internet or in other ways at your own risk.

Contact Us

SuttonNet encourages clients to consult us regarding their information security and privacy policies and practices, where these interact with website and IT management.

We do not give legal advice, or warrant that privacy or security statements or practices which we may recommend or offer as examples will meet all legal obligations or needs for a particular business or website.

You have the right to seek access to and update or correct the information we hold about you. If you make an access request, we may ask you to verify your identity. We may charge a fee to cover the costs of meeting your request.

If you receive any communication purporting to be connected with us or our products or services that you believe has been sent to you other than in accordance with this policy, or in breach of any law, please contact us immediately.

If you have any questions or complaints about how we collect, use, disclose, manage or store your personal information, or would like to request access or changes to the information we hold, please contact us in writing [by email](mailto:info@suttonnet.com.au) to info@suttonnet.com.au or by post to:

SuttonNet
413 Stewartfield Rd
Bolaro NSW 2629
Australia

Last updated on 24 March 2020

Note: For EU GDPR see <https://thesslstore.us4.list-manage.com/track/click?u=5950ae3f9242475073cbd689b&id=62b8b759b8&e=3a597c2832>