

Privacy Policy

Neteffects Pty Ltd

Effective Date: 21 August 2026

1. Introduction

Neteffects Pty Ltd ("Neteffects", "we", "our", or "us") is committed to protecting the privacy and security of personal information. As an Information Technology Managed Services Provider (MSP), we collect, use, store and disclose personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose, store, and protect personal information obtained through our business operations, website, managed services, cloud services, professional services, and customer support activities.

By engaging our services, accessing our website, or otherwise interacting with us, you consent to the practices described in this Privacy Policy.

2. The Information We Collect

Depending on the services provided, we may collect:

Personal Information

- Name
- Job title
- Employer or organisation
- Business email address
- Telephone number
- Postal address
- Billing information
- Identity verification information where required

Technical Information

As part of providing MSP services, we may collect:

- Device information
- IP addresses

- System logs
- User account information
- Microsoft 365 tenancy information
- Security alerts and audit logs
- Authentication records
- Network performance and monitoring data
- Backup and recovery information

Website Information

When visiting our website, we may automatically collect:

- Browser information
- Device type
- Referring websites
- Pages viewed
- Date and time of access
- Website usage analytics

3. How We Collect Personal Information

We collect information when:

- You enquire about our services
- You become a customer
- You contact our support desk
- You visit our website
- You subscribe to communications or marketing materials
- You participate in surveys or events
- You engage us to provide managed, cloud, cybersecurity, or professional services
- Information is supplied by your employer as part of a service agreement

We may also collect information from third-party providers where authorised by the customer.

4. Why We Collect Personal Information

We collect and use personal information to:

- Deliver managed IT services
- Provide technical support
- Monitor and secure IT systems
- Respond to incidents and service requests
- Deliver cybersecurity services
- Perform backup and disaster recovery operations
- Manage customer relationships
- Process billing and payments
- Meet regulatory and contractual requirements
- Improve our services
- Communicate with customers regarding service updates and security matters

5. Information We Process on Behalf of Customers

As an MSP, Neteffects frequently acts as a **service provider** and processes personal information on behalf of customers.

Where we process information under a managed services agreement:

- The customer remains the data owner or data controller.
- Neteffects acts only under the customer's instructions.
- We access customer systems solely for authorised business purposes.
- We implement security measures designed to safeguard customer information.
- We do not sell customer information.

Examples include:

- Microsoft 365 administration
- Azure administration
- Endpoint management

- Backup services
 - Security monitoring
 - Cloud migrations
 - Email management
 - Identity and access management
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6. Disclosure of Personal Information

We may disclose personal information to:

- Employees and authorised contractors
- Technology vendors and cloud service providers
- Microsoft and authorised Microsoft partners
- Cybersecurity and monitoring platforms
- Backup and continuity service providers
- Telecommunications providers
- Payment processors
- Legal, accounting, and professional advisers
- Government agencies where required by law

We only disclose information where reasonably necessary to deliver services or comply with legal obligations.

7. Overseas Disclosure

Some of our service providers may store or process information outside Australia.

Where personal information is transferred internationally, Neteffects takes reasonable steps to ensure that appropriate contractual, technical, and organisational safeguards are in place to protect that information.

Where available, we strive to use service providers that support Australian data residency requirements.

8. Security of Personal Information

Neteffects takes cybersecurity seriously and employs administrative, technical, and physical safeguards to protect information against:

- Unauthorised access
- Disclosure
- Misuse
- Interference
- Loss
- Modification

Security controls may include:

- Multi-factor authentication
- Security monitoring
- Access controls
- Encryption
- Security logging
- Endpoint protection
- Vulnerability management
- Backup and recovery systems
- Staff security awareness training

Despite our efforts, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Data Retention

We retain personal information only for as long as:

- Required to provide services;
- Necessary to meet legal, regulatory, or contractual obligations; or
- Required to protect legitimate business interests.

When personal information is no longer required, it is securely deleted, anonymised, or destroyed.

10. Data Breaches

If Neteffects becomes aware of an eligible data breach involving personal information, we will:

- Investigate the incident promptly;
 - Take steps to contain and remediate the breach;
 - Notify affected customers where required;
 - Comply with obligations under Australia's Notifiable Data Breaches (NDB) Scheme.
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11. Marketing Communications

We may send information about:

- New services
- Security advisories
- Industry information
- Events and webinars

You may opt out of marketing communications at any time using the unsubscribe mechanism included within communications or by contacting us directly.

12. Access and Correction

Individuals may request access to personal information we hold about them and may request corrections where information is inaccurate, incomplete, or outdated.

Requests should be submitted using the contact information below.

We may decline requests where permitted by law.

13. Cookies and Website Technologies

Our website may use:

- Cookies
- Analytics tools
- Performance monitoring technologies

These technologies help improve website functionality and user experience.

Most browsers allow you to manage or disable cookies.

14. Complaints

If you believe we have breached your privacy, please contact us in writing.

We will investigate your complaint and respond within a reasonable period.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

OAIC

Website: <https://www.oaic.gov.au>

15. Contact Us

Neteffects Pty Ltd

20/34 Dominions Road

Ashmore QLD 4214

Phone: (07) 5585 1000

Email: privacy@neteffects.com.au

Website: [Neteffects](#)

16. Changes to This Policy

Neteffects may update this Privacy Policy from time to time to reflect changes to legislation, technology, or our business practices.

The latest version will always be available on our website.
