

# Privacy Policy

Version 1.0

Joshi & Co Media is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## **1. Definitions**

- 1.1. "Account" means the account held with Joshi & Co Media by the Customer that is used for billing, contact information and details of the Service(s) assigned to the Customer.
- 1.2. "End user", "Client", or "Customer" refers to any person, partnership, corporation, or other legal entity acquiring Services from Joshi & Co Media.
- 1.3. "Support Ticket" or "Ticket" refers to a secure electronic message sent by the Customer to Joshi & Co Media via the support email address for assistance or for any questions they may have with any Service(s).
- 1.4. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has ordered from Joshi & Co Media. This can include, but is not limited to, website design, website development, website hosting, email hosting, domain name registration or transfer or renewal, and all auxiliary service(s).
- 1.5. "Joshi & Co Media", "Joshi & Co", "Company", "Business" means Joshi & Co Media.
- 1.6. "We", "Us", "Our" is a reference to Joshi & Co Media.
- 1.7. "You" and "Your" is a reference to the Customer.

## **2. Why and when we collect your information**

- 2.1. Joshi & Co Media collects the information you give us either online or by email, post, face to face, over the phone. The personal information we collect from you is the personal information required in order to provide Service(s) to you. This information may include your full name, postal address, telephone number, email addresses, ABN or ACN, date of birth and other relevant details.
- 2.2. Joshi & Co Media makes use of cookies on all our website properties. A cookie is a small piece of data given to your web browser to store information about preferences you may have set. Cookies are also used to track certain interactions with our website and to provide a more personalised experience.

You can disable cookies by turning off said functionality in your web browser. Please bear in mind that this may result in the experience becoming degraded.

### **3. How we use your information**

- 3.1. We collect and use your information to delivery Service(s) to you. This includes the sales and technical support component of the Service(s), accounts and billing, maintenance, and any other components of your service with Joshi & Co Media.
- 3.2. As a domain name reseller, our accredited domain name registrar, Synergy Wholesale Pty Ltd are required to make available the personal information we collect from you when you register, transfer, or renew a domain name to a publicly accessible database known as a WHOIS database. The reasoning behind this is that the personal details of registrants should be freely available to all other users of the Internet. This is something that is adopted by the industry as a whole. This does mean we are unable to control how others may use this information accessed from the publicly accessible database.
- 3.3. We also may use your information to measure interactions with our Service(s), website, or products; and to further develop or improve said Service(s), websites or products. Your personal information may also be used for marketing or promotional purposes. If you do not wish to receive any marketing communication you can opt-out and stop future delivery by following the instructions in the communications sent to you which will highlight the appropriate process, or by contacting our Support team via email at [support@joshiandco.com.au](mailto:support@joshiandco.com.au).
- 3.4. Any telephone conversations you have with us may be monitored or recorded to facilitate training and for verification purposes. You will always be informed prior to any telephone conversation, and by continuing with the call you are granting approval.
- 3.5. Where you purchase Service(s) or products from us that are provided by a third party (such as website hosting, email hosting, domain name, et cetera) we are required to collect and disclose your personal information to these providers for the Service(s) or products to be rendered.

### **4. Disclosure of your information to third parties**

- 4.1. Your personal information may be provided to third parties in order for Service(s) or products to be rendered. This includes supplying web hosting or email hosting Service(s), domain name registration, renewal or transfer and other auxiliary Service(s) such as SSL certificates, and third-party offerings.

4.2. We may supply your personal information to third parties in order to provide continued support, sales, billing and administrative functions.

4.3. Joshi & Co Media maintain strict contracts and agreements with all third party vendors and suppliers that contain privacy and confidentiality provisions which are consistent with the obligations outlined by Australian Privacy Law.

## **5. Rights and control of your information**

5.1. You may access the personal information we store by sending an email to [support@joshiandco.com.au](mailto:support@joshiandco.com.au).

5.2. In the event that you wish to change, modify or update your personal information, this can be achieved by sending an email to [support@joshiandco.com.au](mailto:support@joshiandco.com.au).

5.3. The information posted on the publicly accessible WHOIS database can be updated via [manage.joshiandco.com.au](http://manage.joshiandco.com.au).

5.4. In the event that you believe we may hold other personal information about you that is inaccurate, or you wish to change, modify or update this information you have provided, please contact us via email at [support@joshiandco.com.au](mailto:support@joshiandco.com.au) for further assistance.

## **6. Keeping your information secure**

6.1. The transfer and continued retention of any information involves a certain degree of risk irrespective of the circumstances. As such, we take account security very seriously, and keeping your information secure is very important to us.

6.2. As such, we treat all your data with the utmost security and use a variety of technologies, policies and applications to ensure your data is secured not only from external access, but also from unauthorised access or modification. This includes and is not limited to the use of firewalls, brute-force protection mechanisms, advanced and continually reviewed access controls and restrictions.

6.3. Your continued use of basic information security protections (such as ensuring strong passwords are set and that these are changed regularly and not shared with anybody) will also help to protect your security and personal information.

## **7. Retention of data**

7.1. We will retain your personal data while you are an active client and for a period of time after your account is closed to ensure we're able to deal with any compliance, regulatory or tax issues.

## **8. Acceptance**

8.1. The customer signifies acceptance of this Privacy Policy, as well as our Terms of Service, Customer Service Policy, Acceptable Use Policy and any applicable Registrant Agreement, when they access our website or engage in business with Joshi & Co Media.

## **9. Changes**

9.1. Joshi & Co Media may amend our Privacy Policy at any time. Changes to this agreement will become effective upon their publication to our website.

9.2. Continued use of our Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your services in-line with our cancellation policy found in our Terms of Service.

**If you have any question regarding our privacy policy, please contact us via email at [support@joshiandco.com.au](mailto:support@joshiandco.com.au).**

## DOCUMENT CHANGE HISTORY

Date	Description of change	Version
29/06/2022	Document creation for Joshi & Co Media	1.0