

Privacy Policy

Austris Compliance Advisory Pty Ltd

Last updated: [Insert date]

1. About this Privacy Policy

This Privacy Policy explains how Austris Compliance Advisory Pty Ltd (ABN/ACN 79 693 464 201) (Austris, we, us or our) collects, holds, uses and discloses personal information in connection with our website, enquiries, marketing activities, and related compliance advisory and technology services.

This Privacy Policy is intended for publication on our website and applies to personal information collected through our website and associated business activities. Where a customer enters into a separate service agreement, portal agreement or other contract with us, that agreement may contain additional privacy, data handling and confidentiality terms.

Our website is designed to provide information about our AML/CTF compliance advisory services, including services relevant to real estate agencies and buyer's agents, and to allow prospective customers to contact us about those services.

2. Who we are

Austris Compliance Advisory Pty Ltd is an Australian business based in New South Wales. Our contact details are:

Email: support@austris-compliance.com.au

Address: 9 Paddock Street, Lidcombe, NSW 2141, Australia

Website: [insert website URL]

If you have a privacy question, concern, access request, correction request or complaint, you may contact us using the details above.

3. The kinds of personal information we may collect

Depending on how you interact with us, we may collect personal information such as:

contact and identity information, such as your name, job title, employer, phone number and email address;

business information, such as your agency name, business address, ABN, role type, service needs and compliance enquiries;

website interaction information, such as IP address, browser type, device information, approximate location, pages viewed, referral source, session data and other technical usage information;

communications and enquiry records, including information you provide when you complete a contact form, request a call-back, email us, speak with us, or otherwise engage with us;

customer due diligence, KYC, KYB, screening, verification and related compliance information where relevant to the services we provide, which may include information about customer representatives, directors, beneficial owners or other relevant persons;

training, support and account information where a person is authorised to use our systems or receive our services on behalf of a customer; and

any other information you choose to provide to us.

4. How we collect personal information

We may collect personal information directly from you when you:

use our website;

submit an enquiry, booking or contact form;

email, call or meet with us;

request information about our services;

subscribe to updates, insights or other communications;

enter into a contract with us; or

use any related customer systems, implementation workflows or support channels.

We may also collect information from third parties where reasonably necessary, such as from your employer or agency, public registers, corporate records, identity verification or screening providers, technology providers, analytics providers, professional advisers, or other lawful sources relevant to our services.

5. Why we collect, hold, use and disclose personal information

We may collect, hold, use and disclose personal information for purposes including to:

respond to enquiries and communicate with prospective and existing customers;

provide website content, compliance advisory services and related support;

assess service requirements and prepare proposals, onboarding materials or service documentation;

operate, maintain, secure and improve our website, systems and service delivery processes;

facilitate AML/CTF-related implementation, including risk assessment, program configuration, customer information workflows, KYC/KYB, screening, verification and related compliance support where applicable;

send administrative communications, service updates and operational notices;

send marketing communications where permitted by law or with consent where required;

manage billing, record keeping, complaints and disputes;
comply with legal and regulatory obligations; and
otherwise as permitted or required by law.

6. Consequences if information is not provided

If you do not provide certain information, we may be unable to respond to your enquiry, assess your requirements, provide requested information, onboard you as a customer, or deliver some or all of our services.

7. Disclosure of personal information

We may disclose personal information to:

our employees, contractors and service providers who need the information to perform their duties;

technology, hosting, cloud, support, analytics, communications and cybersecurity providers;

professional advisers such as lawyers, accountants, insurers and auditors;

identity verification, KYC, KYB, screening or related service providers where relevant to the services we provide;

payment, invoicing or administrative service providers;

regulators, government bodies, law enforcement agencies, courts or tribunals where required or authorised by law; and

other parties where the individual has consented or where disclosure is otherwise permitted or required by law.

We currently use cloud infrastructure provided by Amazon Web Services (AWS). Hosting region details may be updated from time to time.

8. Overseas disclosure

Some of our service providers may store data in, access data from, or otherwise process data outside Australia. Where this occurs, we take reasonable steps to work with providers that we consider appropriate for the nature of the information and services involved.

To the extent known and applicable, overseas locations relevant to our providers or systems may include: **[insert countries/regions if applicable]**.

If we disclose personal information overseas, we will do so in accordance with applicable privacy law.

9. Website analytics, cookies and similar technologies

Our website may use cookies, pixels, analytics tools and similar technologies to recognise a device or browser, understand how visitors use the website, improve performance, maintain security, and support communications and marketing.

These technologies may collect technical and usage information such as IP address, browser type, pages viewed, time on page, click behaviour and referring URLs.

You may be able to adjust your browser settings to block or disable some cookies, but parts of the website may not function properly if you do so.

[Insert details of analytics or advertising tools used, for example Google Analytics, Meta Pixel or other tools, if applicable.]

10. Direct marketing

We may use personal information to send you information about our services, regulatory updates, insights, events or other business communications that we believe may be relevant to you.

You can opt out of marketing communications at any time by using the unsubscribe function (where available) or by contacting us at support@austris-compliance.com.au.

We will not send electronic marketing communications where consent is required and has not been obtained.

11. Data security

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

These steps may include access controls, role-based permissions, authentication controls, contractual confidentiality obligations, logging, monitoring, secure hosting arrangements, backup processes, and administrative, technical and physical safeguards appropriate to the nature of our business and systems.

However, no method of transmission over the internet and no electronic storage system is completely secure.

12. Retention and deletion

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, to provide services, to comply with legal, accounting, regulatory or reporting obligations, to resolve disputes, and to enforce our agreements.

Where customer data is held in connection with customer systems or services, retention and deletion arrangements may also be governed by the relevant customer contract.

Based on our current service approach, where a customer engagement ends and data export is required, we may provide a compressed file to the customer within 14 business days after termination takes effect, then retain the relevant data for up to 7 additional days before deletion from hosted environments, subject to any legal retention requirements, backups, security logging or dispute preservation needs.

13. Access and correction

You may request access to personal information we hold about you, and you may request that we correct personal information that is inaccurate, out of date, incomplete, irrelevant or misleading.

We may need to verify your identity before responding to a request.

In some circumstances, the law permits us to refuse access or correction. If so, we will explain the basis for that decision where required.

Requests should be sent to support@austris-compliance.com.au.

14. Complaints

If you believe we have breached applicable privacy law or mishandled your personal information, you can submit a complaint to us at support@austris-compliance.com.au.

Please provide enough detail for us to understand and investigate the issue.

We will aim to acknowledge and respond within a reasonable time, generally within 30 days.

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

15. Third-party websites and services

Our website may contain links to third-party websites, tools or resources. We are not responsible for the privacy practices, content or security of third-party websites or services, and you should review their privacy policies separately.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our website, systems, services, legal obligations or information handling practices.

The current version published on our website will apply from the stated Last updated date.