

VITG Privacy Policy

Virtual IT Group (VITG) 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 (Act). The APPs 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

What is 'Personal Information' and Why Do We Collect It?

Personal information is any information that identifies you or by which your identity may be reasonably determined. Personal information we may collect from you includes your name, address, location details, contact details, business details, telephone numbers, email addresses and other information relevant to your engagement with us.

We generally collect personal information directly from the individual through meetings, phone calls, website visits, email, social media, and surveys. VITG may obtain details about you from marketing databases or other sources that are publicly available such as websites, journals, and online directories. However, you will always have an opportunity to opt-out of receiving marketing from us.

We collect your personal information for the primary purpose of providing our services to you. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

We may also use your information to conduct marketing activities including targeted and non-targeted promotions. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

Website and Cookies

To ensure we are meeting the needs and wants of our website users, and to develop our online services, we may collect aggregated information by using cookies or similar electronic tools.

Cookies may be placed on your computer or internet-enabled device whenever you visit us online. This allows the site to remember your computer or device and serves several purposes.

You can accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, please be aware that if you do not accept cookies, you may not be able to fully experience some of our website's features.

We do not use this technology to access any personal information of a user in our records and a user cannot be personally identified from a cookie. In our analytical reports, we may obtain other identifiers including public IP addresses, but this is for the purpose of identifying the number of unique visitors to our website and geographic origin of visitor trends and is not used to identify individual visitors.

Sensitive Information

We do not normally collect, or store 'sensitive information' as defined in the Privacy Act 1988 (e.g. information about ethnic origin, religious beliefs, or health). However, where we are required to and it is practicable to do so, we will seek your consent before collecting your sensitive information and inform you of the purpose at the time.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in several circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

VITG will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Your Consent

As part of your engagement with us, and your use of our web and social sites, you consent to the collection, storage, use and dissemination of your personal information in accordance with this privacy policy and as otherwise permitted by applicable privacy law.

Privacy Policy Enquiries and Complaints

If you have any queries or complaints about our Privacy Policy, please contact us at:



✉ info@vitg.com.au

☎ 1300 144 984



Virtual IT Group
Lamerton Building
Level 1/1 Lamerton Crescent, Shellharbour