



## Privacy Policy

At Command IT Services, we value your privacy and are committed to protecting your personal data. This Privacy Policy outlines how we collect, use, and safeguard the information provided to us by our clients, visitors, and users of our services. By using our services, you agree to the collection and use of your information as described in this policy.

### 1. Information We Collect

We collect various types of information to provide and improve our services. This includes:

- **Personal Identifiable Information (PII):** Name, email address, phone number, business name, and other details you provide.
- **Technical Information:** IP address, browser type, operating system, device information, and other data related to your use of our services.
- **Service-Related Information:** Logs, technical data, and information related to your IT systems that are necessary for us to manage, troubleshoot, and maintain your systems effectively.

### 2. How We Use Your Information

We use the information we collect in the following ways:

- **Service Provision:** To deliver managed IT services, including troubleshooting, maintenance, system monitoring, and support.
- **Communication:** To contact you with updates, alerts, and relevant information regarding your account and the services we provide.
- **Improvement:** To monitor the performance and usage of our services and to develop new features or improve existing ones.
- **Security:** To protect your data and IT systems from unauthorized access, threats, and vulnerabilities.

### 3. Sharing Your Information

We do not sell, rent, or trade your personal information. We may share your information in the following situations:

- **Third-Party Service Providers:** We may engage third-party vendors to assist with delivering our services (e.g., cloud hosting providers, security partners). These providers are bound by confidentiality agreements and are only allowed to use your data in accordance with our instructions.
- **Legal Requirements:** If required by law, we may disclose your information to comply with legal obligations or to protect the rights, safety, or property of [Your Company Name], its clients, or others.



#### **4. Data Security**

We take the security of your information seriously. We implement industry-standard security measures to protect your data from unauthorized access, use, alteration, or destruction. However, no method of data transmission or storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

#### **5. Data Retention**

We will retain your personal data only as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations.

#### **6. Your Rights**

Depending on your location, you may have rights regarding your personal data, including:

- Accessing the data we hold about you
- Requesting corrections or updates to your data
- Requesting deletion of your data, subject to legal requirements
- Opting out of certain data uses, such as marketing communications

To exercise any of these rights, please contact us at [support@commandit.com.au](mailto:support@commandit.com.au).

#### **7. Changes to This Policy**

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website and, where appropriate, contacting you via email.

#### **8. Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us at:

Command IT Services  
13a/160 Balcatta Rd, Balcatta WA 6021, Australia  
EMAIL: [support@commandit.com.au](mailto:support@commandit.com.au)  
PHONE: 1300 466 866