

PRIVACY POLICY

Document Control	
Document title	Privacy Policy
Client	IT Logic Pty Ltd
Prepared by	Haydn Tomlinson
Reviewed by	Sam Estephan
Approved by	Director
Version	1.1
Date	17 th May 2026
Status	Active
Classification	Public
Frameworks	Privacy Act 1988 (Cth), Australian Privacy Principles
Distribution	Public (website)

Version	Date	Author	Change description	Status
1.0	11 Feb 2022	IT Logic	Initial document	Superseded
1.1	17 May 2026	Haydn Tomlinson	Full revision: expanded scope, subcontractor disclosure, NDB scheme, data retention, complaint handling	Active

1. Purpose

IT Logic Pty Ltd (ABN 78 105 396 996) is committed to protecting the privacy of individuals whose personal information we collect, use, store, and disclose. This Privacy Policy explains how we handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all personal information IT Logic collects and handles in the course of providing IT managed services, cyber security services, cloud services, procurement, and related professional services to our clients. It covers information collected through our website, through service delivery, and through direct interactions with clients, prospective clients, and individuals.

2. What personal information we collect

We collect personal information that is reasonably necessary for us to provide our services. This may include:

- Contact and identity information: names, email addresses, phone numbers, postal addresses, and job titles of client representatives and users.
- Account and billing information: company names, ABN details, billing addresses, and payment authorisation references. We do not store credit card numbers.
- Technical information: device names, IP addresses, login credentials (stored in approved secure vaults only), and system configuration data that may be encountered during the delivery of IT support services.
- Communications: emails, support tickets, and records of interactions with our helpdesk and account management team.
- Website information: browser type, pages visited, and usage patterns collected through cookies and analytics tools when you use our website.

We collect only the minimum personal information necessary for the purpose for which it is collected.

3. How we collect personal information

We collect personal information in the following ways:

- Directly from you: when you engage our services, complete an application or form, contact our helpdesk, or communicate with us by email or phone.
- Through your systems: in the course of providing IT support, our staff may access systems that contain personal information about your employees or customers. We access this information only to the extent necessary to deliver the services you have engaged us for.
- Through our website: we use cookies and analytics tools to collect non-identifiable usage data. You may disable cookies in your browser settings.

- From third parties: in limited circumstances, we may receive personal information about you from a referral partner or from a previous IT service provider during a transition.

4. Why we collect and use personal information

We use personal information for the following primary purposes:

- **Service delivery:** to set up, manage, and support the IT services we provide to you, including helpdesk support, system monitoring, cyber security services, and account administration.
- **Billing and administration:** to raise and process invoices, manage your account, and maintain accurate records.
- **Communication:** to respond to your enquiries, provide service updates, send renewal notices, and deliver our client newsletter (where subscribed).
- **Improving our services:** to monitor service quality, identify trends, and improve our internal processes.
- **Legal and compliance obligations:** to meet our obligations under applicable laws, including the Privacy Act 1988 (Cth) and the Notifiable Data Breaches scheme.

We will not use your personal information for purposes other than those for which it was collected without your consent, unless required or permitted by law.

5. Disclosure of personal information

We do not sell, rent, or trade personal information to third parties.

In the course of delivering our services, we may disclose personal information to:

- **Subcontractors:** IT Logic occasionally engages third-party IT support subcontractors to assist in the delivery of services. Where a subcontractor requires access to client systems or data, we share only the minimum information necessary. All subcontractors are bound by confidentiality obligations and are required to handle personal information in accordance with the Privacy Act 1988 (Cth). By entering into a Support Agreement with IT Logic, clients acknowledge and consent to this arrangement for the duration of the agreement.
- **Technology vendors and platform providers:** we use a range of cloud platforms and IT management tools in delivering our services, including Microsoft 365, Datto, IT Glue, Autotask, Huntress, and Cisco products. These vendors may process personal information as part of service delivery. We select vendors that meet appropriate security and data handling standards and store data in Australian data centres where available.
- **Professional advisers:** including our lawyers, accountants, and insurers, where necessary to operate our business or manage a legal matter.
- **Regulatory authorities:** where we are required by law to disclose information, including to the Office of the Australian Information Commissioner (OAIC) in the event of an eligible data breach.

Where we disclose personal information to any third party, we take reasonable steps to ensure that party handles the information consistently with the APPs.

6. Data storage and security

We store personal information in secure systems designed to protect against unauthorised access, loss, misuse, and disclosure. Our key storage and security practices include:

- Primary storage in Microsoft 365 and associated Australian-based cloud infrastructure.
- Encryption of data in transit and at rest where supported by the platform.
- Multi-factor authentication (MFA) enforced for all staff accessing systems containing personal information.
- Access controls based on the principle of least privilege: staff access only the information required for their role.
- Regular security monitoring, patching, and endpoint protection across all IT Logic managed devices.

Detailed data handling requirements are set out in our internal Data Handling and Security Policy, which is binding on all IT Logic staff and contractors.

7. Data retention

We retain personal information for as long as it is required for the purposes for which it was collected, or as required by law.

Client data related to the provision of technical support services, including information accessed or stored during support jobs, is retained for seven years from the date of creation or receipt, after which it is deleted from our systems and remote access tools including monitoring and management platforms.

Where you request earlier deletion of your personal information and there is no legal obligation to retain it, we will take reasonable steps to comply with that request.

8. Notifiable data breaches

IT Logic complies with the Notifiable Data Breaches (NDB) scheme under Part IIIC of the Privacy Act 1988 (Cth). If we become aware of an eligible data breach that is likely to result in serious harm to affected individuals, we will:

- Notify affected individuals as soon as practicable.
- Notify the OAIC within 30 days of becoming aware of the breach.
- Take immediate steps to contain the breach and assess its impact.

Our Support Agreements include a commitment to notify clients of data breaches within two (2) business days of becoming aware of an incident involving their data.

9. Access and correction

You have the right to access the personal information we hold about you and to request corrections if the information is inaccurate, incomplete, or out of date.

To request access or correction, contact us using the details in section 11. We will respond within a reasonable time and, in most cases, within 30 days. We may need to verify your identity before providing access.

If we decline to provide access or make a correction, we will give you written reasons and advise you of how to escalate the matter.

10. Cookies and website analytics

Our website at itlogic.com.au uses cookies and analytics tools to monitor traffic and improve the user experience. Cookies may record information such as pages visited and browser type. This information is used in aggregate form and is not linked to identifiable individuals.

You may refuse cookies by adjusting your browser settings. Doing so may affect your ability to use certain features of our website.

11. Privacy complaints

If you believe we have not handled your personal information in accordance with this policy or the Privacy Act 1988 (Cth), please contact us in the first instance:

Privacy Officer

IT Logic Pty Ltd

Level 2, 154 Elizabeth St, Sydney NSW 2000

Email: info@itlogic.com.au

Phone: 1300 762 122

We will acknowledge your complaint promptly and aim to resolve it within 30 days. If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC):



IT Logic Pty Ltd
Level 2, 154 Elizabeth St
Sydney NSW 2000
abn: 78 105 396 996
1300 762 122
www.itlogic.com.au
info@itlogic.com.au

Office of the Australian Information Commissioner

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Website: www.oaic.gov.au

12. Updates to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal obligations. The current version is always available on our website at itlogic.com.au. The effective date at the top of this document indicates when the policy was last updated.