



Monocera Privacy Statement

Monocera (ABN 68 159 387 907) values your privacy and is dedicated to safeguarding the personal information we collect from you in compliance with Australian Privacy Laws, including the Privacy Act 1988 (Cth), Australian Privacy Principles, and relevant privacy codes. This privacy policy outlines how we collect, use, disclose, and manage your personal information.

Scope of Privacy Statement

This privacy statement applies to all activities conducted by Monocera, whether through our businesses, offices, or websites.

Scope of Privacy Statement

Personal information refers to information or opinions about an identified individual or an individual who is reasonably identifiable. We may collect and hold personal information about:

- Clients, potential clients, and their employees
- Vendors, suppliers, and their employees
- Employees, prospective employees, and contractors
- Other individuals who interact with Monocera

The types of personal information we collect include names, addresses, contact details, titles, email addresses, occupation, details of products and services purchased or enquired about, customer survey responses, information from Monocera marketing events, and other information necessary for conducting business, providing and marketing services, and meeting legal obligations. We may also collect sensitive information, such as criminal records or health information.

Purpose of Collecting Personal Information

- As a provider of information technology products, services, and resource solutions, Monocera collects, holds, uses, and discloses personal information to:
 - Identify you and your company and conduct appropriate checks
 - Understand your requirements and provide products or services
 - Administer and manage our products, services, and systems
 - Manage, train, and develop our employees and representatives
 - Conduct business processing functions, including providing personal information to related bodies corporate, contractors, service providers, or other third parties
 - Manage complaints and disputes
 - Understand your needs and behaviors to engage in product and service research, development, and business strategy

- Comply with legal and regulatory requirements

If you do not provide us with your personal information, we may be unable to offer our services and solutions effectively. Incomplete or inaccurate information may also limit our ability to serve you or others.

Website and Cookies

When you access our website, we may collect additional personal information such as your IP address or domain name. Our website may contain links to other websites, and we are not responsible for their privacy practices. We may use cookies to recognize your computer, track products or services you view, measure traffic patterns, and improve our online offerings. Cookies do not collect personal information, and you can set your browser to reject them.

How We Collect Personal Information

We collect personal information directly from you through various means, including:

- Direct interactions (emails, forms, meetings, etc.)
- Purchases of our solutions, products, and services
- Feedback and inquiries
- Marketing activities
- Use of our websites

We may also collect information from third parties such as credit reporting agencies, law enforcement agencies, and other government entities.

Disclosure of Personal Information

We may disclose your personal information to:

- Our employees and related bodies corporate
- Third-party service providers, contractors, and suppliers for business, marketing, and related purposes
- Any organization with your express consent
- Legal and regulatory authorities as required

Some recipients may not be required to comply with our privacy policy. We will only disclose personal information as permitted by law.

Direct Marketing

We may send you direct marketing communications about our products and services. You can opt-out of receiving these communications at any time by contacting us or using the opt-out facilities provided.

Data Quality, Access, and Correction

You can request access to your personal information by making a written request. We will respond within a reasonable period and may charge a reasonable fee for processing your request. If we refuse access, we will provide reasons unless it is unreasonable to do so. If you believe the information we hold is inaccurate, incomplete, or outdated, please notify us, and we will take steps to correct it.

Privacy Complaints

If you have any questions or complaints about privacy-related issues, please contact our Privacy Officer:

Address: Monocera Privacy Officer, 22 Petrie Terrace, Petrie Terrace, Queensland, 4000.

Telephone: 0733691415

Email: support@monocera.co