

Privacy Statement

Deep Mentis Pty Ltd (ABN: 41652557474), including its partners and associates, are committed to protecting the personal information of all our clients and other individuals.

This Privacy Statement applies to the website of Deep Mentis Pty Ltd with the domain name deepmentis.com.au (website). The website provides you with information about our organisation, our activities and our professional services and technology solutions.

We trust this Privacy Statement will assure you that we have taken your privacy and security concerns into account when you use this website and have addressed these requirements appropriately. In this Privacy Statement the expression 'Personal Information' is used to refer to information or an opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion in accordance with the Australian Privacy and Data Protection Act 2014. If you have any queries regarding this Privacy Statement and/or privacy policies in general, please email us.

This Privacy Statement applies to all users who access the website. A user who accesses the websites will be deemed to have agreed to comply with this Privacy Statement.

We will post any changes to this Privacy Statement on the website, so we encourage you to check this Privacy Statement from time to time. Any information collected under this current Privacy Statement will be handled in accordance with this Privacy Statement. After any changes take effect, all new information collected, if any, will be subject to any revised Privacy Statement.

Collection of Personal Information

The personal information we collect about you depends on how you use the website. Some parts of the website may require you to provide certain Personal Information when transacting with us. Personal Information provided by customers on various forms or for specific transactions, may include name, address, and other personal details. We collect this Personal Information to enable us to provide the services to you. We may not be able to provide those services if we are not provided with the Personal Information requested. You may browse some information-only areas of the websites without providing any Personal Information.

Deep Mentis also collects and stores anonymous information about visitors to the websites through our webserver. Such information is collected for statistical purposes only, to assist us to improve our service. This information is not considered Personal Information, as it does not identify individuals.

Information Use and Disclosure

Deep Mentis will not use or disclose Personal Information collected through the websites for purposes unrelated to the purpose for which it is collected unless such use or disclosure is required or authorised by law, or with your consent.

We collect Personal Information to help us to provide services requested by individuals. Some related purposes for which Personal Information may be used and disclosed include:

- purposes related to planning, market research, service development, security, testing and risk management
- purposes connected with the operation, administration, development, or enhancement of the websites
- where Deep Mentis suspects that fraud or unlawful activity has been, is being or may be engaged in.

We may provide Personal Information we collect through the websites to third parties. The types of third parties to whom we would disclose Personal Information may include:

- our service providers who assist us in providing the websites and our services
- statutory agencies, local government, or the State Government of Victoria, upon request to facilitate their compliance with their statutory obligations and laws
- financial institutions and other organisations which facilitate payment services
- your executor, administrator, trustee, guardian, or attorney, and
- your agents such as your financial or legal advisers.

Data Security

Deep Mentis Pty Ltd takes reasonable steps to keep any Personal Information in its possession secure and to protect that Personal Information from misuse or loss and from unauthorised access, modification, or disclosure.

Personal Information provided by customers, including name, address and other contact details are accessible only to authorised personnel such as those staff involved in the processing of web forms.

When using the website, you should be aware that no information transmitted over the internet can be guaranteed as totally secure. Although we strive to protect such information, we do not warrant the security of any information transmitted to it over the internet and you do so at your own risk.

How we handle email and Contact Us/Feedback information or other electronic messages

We may preserve the content of any email or 'Contact us' or other electronic message that we receive. Any Personal Information contained in those messages will only be used or disclosed in ways set out in this Privacy Statement. The message content may be monitored by our service providers or our employees for purposes including troubleshooting, compliance auditing and maintenance or where email abuse is suspected.

Access, Corrections and Further Information

If you wish to request access to or correction of your Personal Information which Deep Mentis holds about you as a result of our information collection practices outlined in this Privacy Statement, you may do so at any time by contacting us on the details below during normal business hours. Please provide as much detail as you can about the particular information you require, in order to help us retrieve it.

If you require information about the way Deep Mentis manages Personal Information or you have any queries and/or complaints go to the 'Contact Us' page.

If you are making a complaint or require a response, please include contact information, such as your name, address and email address or phone number so that we can provide a response or contact you directly to discuss your query.