

Privacy Policy

Tier-3 takes your right to privacy seriously, and wants you to feel comfortable interacting with us.

This policy outlines our ongoing obligations regarding management of your Personal Information, which conforms to the guidelines of the Office of the Australian Information Commissioner (formerly the Office of the Privacy Commissioner) www.privacy.gov.au.

1. Personal Information

Personal Information is information that identifies an individual. Examples of Personal Information include names, addresses, email addresses and phone numbers, gathered via our website, by phone and in person.

We collect Personal Information so that we may provide you with useful information about enterprise security. You may unsubscribe from our mailing lists at any time by using the 'unsubscribe' option located at the bottom of each email.

2. Gaining consent

We will only send you information if we believe we have your consent. To that end, we may call or email to ask if you may be interested in receiving more information on a subject or related subjects. Alternatively, if you have given us your business card, we would regard this as inferred consent. In either case, should you choose not to receive information from us and advise us, we will respect your decision and remove you from our mailing list.

3. Use of data

Many resources on the Tier-3 website are freely available without the need for registration. For others, we may ask you to register. In the latter case, we request your name, email address, company name and phone number and over time, may ask you questions about your business. Such questions are designed to help us to tailor information to your needs.

4. Disclosure

Tier-3 does not disclose your information to third parties other than those we contract directly to deliver the email service to you. The conduct of these third parties is bound by Non-Disclosure Agreements with Tier-3.

Other than these, your Personal Information would only be provided to a third party if:

- legal action or a law enforcement directive required that we must do so
- your use of this site were to violate our site-editor's policy, terms of service, or other usage guidelines
- it is deemed necessary by the site editor to protect the site editor's legal
- rights and/or property.

5. Security

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. Whilst efforts will be made to meet these standards, factors beyond our control could result in disclosure of data.

As we cannot guarantee that the website will not be the subject of a deliberate act of intrusion by a third party, Tier-3 cannot offer absolute guarantees regarding the maintenance or non-disclosure of data.

6. Duration

When your Personal Information is no longer needed for the use above, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, some Personal Information may be stored in client files that we are required to keep for the statutory minimum of 7 years.

7. Access

The Privacy Act provides you with the right to access the Personal Information we hold and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please advise us in writing and we'll be happy to comply.

In order to protect your Personal Information we may require identification from you before releasing such information.



8. Maintaining quality

We are required to take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

Please take the time to advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

9. Changes to this privacy policy

Changes may be made to this policy from time to time. Notification of substantial changes to this policy will be handled by posting an announcement on the Tier-3 website www.tier-3.com.

10. Contact information

If you have any questions about this policy or about this website, please contact us in writing by email or at :

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