



Privacy Policy

Version 1.0

In this policy, “Tyree Domains”, “us”, “we”, or “our” means **Tyree Domains Pty Ltd (ACN 615 241 702)** and its related bodies corporate and partnerships.

Tyree Domains understands that your privacy is important, and is committed to protecting the privacy and confidentiality of information it collects from customers, website visitors, providers and contractors.

In the course of our business we collect, use and disclose personal information provided to us by our customers and other users of this website. We do this in accordance with the Australian Privacy Principles (<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>) established by the Privacy Act 1988 (Cth) and amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This privacy policy explains why and when we collect your personal information, and what use we make of that information. The policy also explains where and why your information may be disclosed to third parties, and the security measures used by Tyree Domains to help protect your personal information.

By using our services, you signify that you understand our privacy policy and you consent to the collection of your personal data. Without such collection, we would not be able to adequately and accurately provide you products and services.

This policy is subject to change by Tyree Domains from time to time. Any changes will be uploaded to our website, so you should re-check this policy periodically.

In summary, it is our policy to:

- Only collect as much information as is required to provide you with a service and meet our legal obligations;
- Store all collected information in a secure location;
- Encrypt all sensitive information such as passwords and credit card numbers using best-practice encryption methods;
- Provide access to the information by the owner as requested, or to a third party (such as law enforcement agencies) as it is required to do so by law;
- Provide the owner with the tools to add, edit or remove the information we have collected;
- Ensure all staff are engaged in binding agreements that protects the privacy of the information we collect;

- Protect all transactions to and from our website(s) that transmit sensitive information using a minimum 128-bit Secure Socket Layer (SSL) certificate;
- Protect all data to and from our internal systems to and from our staff by secure Virtual Private Network (VPN) connection;
- Never sell or trade any information that has been collected without notifying the owner and allowing them to add, edit or remove the information we have collected.

Why and when we collect your information

We collect the information you give us either online or by email, post, in person, over the phone, or through our partners. In most circumstances, the personal information we will collect from you is the personal information required to provide goods or services to you, and personal information required for the ongoing management and support of those goods and services. You may also provide us with personal information through other parts of the website such as our various enquiry or contact forms.

Personal identifiable information held by us may include details such as your first and last name, date of birth, current and previous home and/or business addresses, telephone and/or mobile phone number, email address, registered business information (such as ABN), security question and answer, your username and password to access your account, and other relevant additional details. We also collect information of how payment has been made through your selected merchant.

We may also hold details of products or services that you have purchased from us, as well as information on how you use and interact with our services.

You might also need to provide personal information about other individuals to Tyree Domains (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

Without collection such information, we would not be able to provide you our products or services.

How we use your information

We collect and use your personal information to provide you with our goods and services and the ongoing provision of goods or services. This will include provision to you of sales and technical support, billing and credit control, renewal notices, maintenance notices, system changes and other functions relevant to your services with us. In the provision of such products or services, we may provide your personal information to our suppliers or other third-parties. We do our best to ensure that we only provide information required to complete the provisioning, setup, and on-going maintenance of such services.

In relation to individuals acting as service providers, contractors, or agents, we may use your information to access or use services provided by you or an organisation that you work for.

We may use your information to measure your experiences of our products/services/website, improve or develop our products/services/website, perform research and analysis, and contact you for marketing purposes (including but not limited to new products, services, promotions, giveaways, via email, telephone, and SMS). If you do not wish to receive any marketing communications from us, you may opt-out and stop the delivery of future promotional material from Tyree Domains by following the special

instructions in the email you receive, or by updating your marketing preferences in your Tyree Domains Dashboard.

We may monitor telephone conversations with you to facilitate staff training and to maintain our high levels of customer service. We will always inform you prior to any telephone conversation which is monitored in this way to obtain your prior approval.

Where you purchase a digital certificate through us, the provider of those certificates requires us to collect personal information from you to pass back to that provider (other than your payment details, which we hold internally). This information may include your first name, last name, email address, country, and any details that are required to obtain the certificate, such as your business name, business address, business certification and domain names. The certificate supplier may contact you directly through the email address you provide for completing the verification and provisioning of the purchased digital certificate.

Where you purchase a service through us that is provided by one of our suppliers, we may be required by that supplier to collect personal information from you to pass back to that provider for the provisioning and ongoing maintenance of such service. These services may carry their own privacy policies which you will find on our website at <https://tyree.domains/terms-policies-agreements>.

Disclosure of your information to third-parties

Tyree Domains offers a wide range of services provided by trusted suppliers. We may provide your personal information to third parties to perform services on our behalf, such as:

- the distribution of Marketing Material (except where you have chosen to opt out of receiving such material from us);
- the supply of domain name registrations, domain name services, web hosting, website design, SEO, security, and other services

Our relationships with our suppliers are governed by our contracts with them. Those service contracts contain privacy and confidentiality provisions which are consistent with the Australian Privacy Law.

At your request or according to our requirements or the requirements of law, we may disclose your information to organisations such as:

- your authorised representatives;
- credit-reporting and fraud-checking agencies;
- our partners;
- other suppliers;
- our related companies;
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities, courts and other organisations, as required or authorised by law; and
- organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business.

As a domain name reseller, we are required by ICANN (the Internet Corporate for Assigned Names and Numbers) to make available the personal information we collect from you when you apply to register any generic top level domain names (e.g. .COM, .NET, .ORG, .BIZ, .INFO and .NAME) to the public on a publicly accessible database known as the WHOIS database. This obligation also applies to some of the country code top level domains including .AU domain names.

In relation to .AU domain names, please see auDA's WHOIS policy at <http://www.ada.org.au/policies/2014-07> which sets out auDA's guidelines on the collection, disclosure and use of WHOIS data.

Security of your personal information

The information you provide us is stored on computer and paper based files as appropriate. The secure storage and use of information is of paramount importance to us so that all reasonable steps are taken to protect the information from misuse or loss, or unauthorised access, modification, erasure, or disclosure by means such as password and network protection, access controls and restrictions, and secure storage of paper based and other records. In addition, all staff with access to your personal information are bound by duties of confidentiality.

You can also use simple precautions to help protect your security, such as protecting against the unauthorised use of your username or password, and enabling a secondary layer of security on your account (i.e. Two Factor Authentication).

Accuracy of personal information

We take all reasonable steps to ensure that the information we collect is accurate, complete and up to date at the time of collection. If your circumstances change or you have reason to believe our records are not accurate, complete or up to date, please contact us immediately (privacy@tyreedomains.com.au) and we will take all reasonable steps to amend the information in accordance with the above criteria or an alternative may be discussed with you.

In relation to domain name registrations, you may access and update the personal information we provide to the registries in respect to your domain name license at any time through your Dashboard. The procedure to do this can be found in our knowledgebase article (https://help.tyree_domains/domain-names/how-to-update-contacts).

Access to your information

You may access personal information that we hold on you at any time through your Dashboard. You may also request access to any personal information that we hold on you at any time by contacting us (privacy@tyreedomains.com.au). However, our duties and obligations under law may restrict your access. Given this, all reasonable actions will be taken to assist access or to address any reasons you have to seek access. If access is denied, we will provide you with reasons in accordance with law.

Cookies and other information

As we are consistently looking to improve our Website to ensure that it accurately meets our clients or other users demands we will collect general anonymous information from the user. This data will include a user's domain name or IP address, browser type, desktop system and resolution and will be used to analyse trends, manage and administer the site, improve usability and monitor how the site is being used.

Further information

If you have any queries or complaints regarding our privacy policy or wish to gain access to personal information we may hold about you please contact our Privacy Officer via privacy@tyreedomains.com.au.