



Privacy Policy

CyberAgency Group

CyberAgency Group is committed to protecting your privacy and handling your personal information openly, securely, and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy explains what personal information we collect, how we use and protect it, and the choices and rights you have.

Information We Collect

We collect only the personal information we need to provide our cybersecurity and IT services and to run our business, including:

- Your name, email address, phone number and the details of any enquiry you send us - for example through our website contact form, by email or by phone.
- Contact details of our clients' staff, so we can deliver and support their IT and security services.
- Information gathered while providing technical support, which may incidentally include names, contact details, device names and, where required for support, account credentials.
- Contact details of people who have subscribed to, or consented to receive, our updates and marketing.
- Job applicants' details where you apply for a role with us.

How We Use Your Information

We use personal information to:

- respond to your enquiries and requests;
- provide, manage and support our services;
- administer our client and supplier relationships, including billing;
- send you marketing you have consented to (you can opt out at any time);
- meet our legal, tax and contractual obligations; and
- keep our and our clients' systems and information secure.

When We Share Information

We never sell your personal information. We share it only with trusted providers who help us operate - such as our IT service-delivery, accounting and payroll, marketing, and website-hosting providers - and with government or regulatory bodies where required by law. We require these providers to protect your information and use it only for the services we engage them for.

Overseas Disclosure

Some of our providers store or process information outside Australia, primarily in the United States. Before disclosing information overseas, we take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles, including through contractual data-protection commitments.

How We Protect Your Information

We maintain an information security management system aligned with ISO/IEC 27001:2022. Our safeguards include role-based access controls, multi-factor authentication, encryption of data in transit, endpoint protection and monitoring, staff security-awareness training, and documented incident-response processes. We keep personal information only for as long as it is needed or as required by law, and then securely destroy or de-identify it.

Your Privacy Rights

You can:

- request access to the personal information we hold about you;
- ask us to correct it if it is inaccurate, out of date or incomplete; and
- unsubscribe from our marketing at any time.

To make a request, contact our Privacy Officer using the details below. We will respond within a reasonable time.

Data Breaches

If a data breach is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

Contact Us & Complaints

For any privacy question, request or complaint, please contact our Privacy Officer:

- Email: privacy@cyberagency.group
- Post: Level 49, 10 Darcy Street, Parramatta NSW 2150, Australia

We will acknowledge and investigate your complaint and respond within a reasonable time. If you are not satisfied with our response, you can contact the OAIC at www.oaic.gov.au or 1300 363 992.

Changes to This Policy

We may update this policy from time to time. The current version is always available on our website, and the effective date below shows when it was last updated.