

## Privacy Policy

### Effective Date:

Byteway Solutions Pty Ltd ("Byteway", "we", "our", or "us") is committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information.

### 1. What Information We Collect

We may collect the following types of personal information:

- Name, contact details (email, phone number, address)
- Business information (company name, job title, ABN)
- Service usage data (IP address, device type, browser type)
- Support interactions and feedback
- Payment and billing information (where applicable)

We only collect personal information that is necessary to provide our services or meet legal obligations.

### 2. How We Collect Information

We collect personal information through:

- Direct interactions (e.g., when you contact us, request a quote, or sign up for services)
- Third-party integrations (e.g., payment gateways, CRM platforms)
- Communications via email, phone, or social media

### 3. How We Use Your Information

Your personal information may be used to:

- Provide and manage our services
- Respond to enquiries and support requests
- Improve our website, services, and customer experience
- Send service updates, billing notices, or promotional content (with your consent)
- Comply with legal and regulatory obligations

### 4. Disclosure of Personal Information

We may disclose your personal information to:

- Our trusted service providers and partners (e.g., hosting, billing, support)
- Regulatory authorities, if required by law

- Third parties with your consent or as part of a business transfer

We do not sell or rent your personal information to third parties.

## 5. Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. This includes:

- Secure servers and encrypted communications
- Access controls and authentication measures
- Regular security audits and updates

## 6. Access and Correction

You have the right to access and correct your personal information. To make a request, please contact us at **[admin@byteway.com.au](mailto:admin@byteway.com.au)**. We will respond within a reasonable timeframe.

## 7. Cookies and Website Analytics

Our website may use cookies and third-party analytics tools to improve performance and user experience. You can manage cookie preferences through your browser settings.

## 8. Overseas Disclosure

Byteway may store or process data using cloud services located outside Australia. Where this occurs, we ensure that appropriate safeguards are in place to protect your information.

## 9. Complaints

If you believe we have breached your privacy rights, please contact us at **[admin@byteway.com.au](mailto:admin@byteway.com.au)**. We will investigate and respond promptly. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. We encourage you to review it periodically.

### How to contact us

If you have any questions in relation to this Privacy Policy, our management or handling of your personal information or if you would like a hardcopy of this Privacy Policy or of the credit eligibility information that we hold about you, you may contact us by:

- **Phone** on 1300 298 392;
- **Email** - [admin@byteway.com.au](mailto:admin@byteway.com.au); or
- **Writing** to us at the below address:

### Byteway Solutions Pty Ltd

Level 1, 206 Lorimer Street, Port Melbourne, VIC 3207

Email: [admin@byteway.com.au](mailto:admin@byteway.com.au)

Phone: 1300 298 392

This Privacy Policy was last updated in **September 2025**.