



Website Privacy Policy BlueOak

May 22, 2025

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Website Privacy Policy

The generic use and disclosure of personal information that is collected from the individuals online, through websites

Privacy Policy – BLUE OAK

Blue Oak Solutions Australia Pty Ltd (ACN 111 857 277) and its related bodies corporate (hereafter 'Blue Oak', 'we', or 'us') is based in Australia. Our collection, use, and storage of personal information is governed by the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and, where applicable, the European Union General Data Protection Regulation (GDPR) for individuals located in the European Economic Area (EEA). We are committed to protecting the privacy of your personal information, and this Privacy Policy outlines our ongoing obligations to you in respect of how we manage your personal information.

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not. Under the GDPR, this is referred to as 'personal data'.

By accessing and continuing to use our website at www.blueoak.com.au, you consent to us collecting, using, and disclosing the personal information that you supply, in accordance with this Privacy Policy.

What Information We Collect

The type of information that we collect from you will depend on how you use our website and how you interact with us. The personal information that we collect and hold about you may include:

- Full name
- Company name
- Email address
- Contact number
- Website usage information, such as the date and time of your visit, IP address, and pages you have requested

We do not collect any information for people under the age of 18 years old.

How We Collect Your Information

We may collect your personal information whenever you input such information into our website or seek to do business with us.

We also use cookies, which are small data files transferred to your computer by a website or its service provider. Cookies capture and remember certain information regarding your use of the website. It is not possible to identify you personally from our use of our cookies. We use cookies to help us track your website usage and customize your website experience.

Most web browsers automatically accept cookies, but you can choose to disable cookies through your internet browser settings. However, our website may not operate as intended for you if you do so.

Purpose of Collection

We collect, hold, use, and disclose your personal information to:

- Offer and provide products or services to you
- Operate, protect, improve, and optimize our business and your experience
- Maintain contact with you in relation to our business and your use of our products and/or services
- Keep you informed of new developments, products, and services available
- Respond to enquiries and complaints
- Fulfill administrative functions such as billing, entering into contracts with you and/or third parties, and managing client relationships
- Comply with our legal obligations

Where we process personal data under GDPR, we rely on the following legal bases:

- **Consent:** For direct marketing or where you explicitly provide consent.
- **Contract:** To fulfill our obligations under contracts with you.
- **Legitimate Interests:** For improving our services, website functionality, and customer experience, provided your rights do not override these interests.
- **Legal Obligation:** To comply with applicable laws.

By using our website, you consent to receiving direct marketing material to inform you about our products or services, upcoming promotions and events, or other opportunities that may interest you. We will only use your personal information for this purpose if we have collected such information directly from you and if it is material of a type which you would reasonably expect to receive from us.

We do not use sensitive personal information in direct marketing activity. If you do not wish to receive direct marketing communications, our direct marketing material will include a simple means by which you can request not to receive further communications of this nature, or you may contact us directly.

Storage of Information

We will store personal information only for as long as needed for the purposes described above or as required by law. When personal information is no longer needed, we will securely delete or anonymize it.

We take all reasonable precautions to safeguard your personal information from loss, misuse, unauthorized access, theft, modification, or disclosure. We also limit access to personal information to our personnel on a need-to-know basis.

Security of Information

We are committed to maintaining robust security measures to protect your personal information. Our information security practices are aligned with the ISO 27001 standard, an internationally recognized framework for information security management. We undergo regular independent third-party audits to ensure compliance with ISO 27001 and to verify the effectiveness of our security controls. Additionally, we conduct regular penetration testing to identify and address potential vulnerabilities in our systems, ensuring that your personal information remains secure against unauthorized access, loss, or breach.

Third Party Disclosure and Overseas Transfer of Information

We may disclose personal information to service providers who assist with managing our website, such as hosting providers or analytics services. These providers are contractually obligated to protect your information and comply with applicable data protection laws.

All your personal information resides in Australia, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent measures, to protect your data in accordance with applicable laws.

Other than this, we do not sell or otherwise trade to unrelated third parties the personal information that we collect from our website visitors unless we receive your consent to such disclosure.

Your Individual Rights

If you are located in the EEA, or where GDPR applies, you have the following rights regarding your personal data:

- **Right to Access:** You can request confirmation of whether we are processing your personal data and access to that data.
- **Right to Rectification:** You can request correction of inaccurate personal data.
- **Right to Erasure:** You can request deletion of your personal data under certain conditions, such as when it is no longer needed for the purposes for which it was collected.
- **Right to Restrict Processing:** You can request restriction of processing in specific circumstances, such as while we verify the accuracy of your data.
- **Right to Data Portability:** You can request a copy of your personal data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to processing based on legitimate interests or direct marketing.
- **Right to Withdraw Consent:** Where processing is based on consent, you can withdraw it at any time without affecting the lawfulness of processing prior to withdrawal.

To exercise any of these rights, please contact our Data Privacy Officer at privacy@blueoak.com.au. We will respond to your request within 30 days, in accordance with applicable laws.

Contact Us

For questions, requests to access or correct your personal information, or to exercise any of your rights, please contact our Data Privacy Officer at privacy@blueoak.com.au

If you wish to make a complaint concerning the manner in which we maintain the privacy of your personal information, please contact our Data Privacy Officer. If we agree that your complaint is well-founded, we will endeavour to rectify the problem. Should you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner (for Australian residents) or the relevant data protection authority in your country (for EEA residents).

Updates to Privacy Policy

We may modify this Privacy Policy at any time, in our sole discretion, and all modifications will be effective immediately upon our posting of the modifications on our website. When we change our privacy policy we will notify you about it by email. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your personal information.