

## Entire Software Privacy Policy

At Entire Software Pty Ltd, we know privacy is important, this policy is designed to be simple and easy to understand what is happening with your personal information. This policy refers to both our entireHR core product and services that entails as well as general use of this website.

The defined terms in this Policy have the same meaning as in our Terms of Use as defined in our service agreement for our clients which You should read together with this Policy. By accessing our Website and using our Service, You consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

### **How does Entire Secure and Protect My data?**

We are committed to helping our customers protect the security and privacy of information stored or transferred using our services. We provide our services at the direction of our customers and define our obligations for customer hosted data in our agreements with our customers. Please see our Security Operations for further details on how we protect your Data.

Customers retain full ownership and custody of their data and are in control of the entire lifecycle of their hosted data and how such data is classified, accessed, exchanged or otherwise processed when using our services.

With this in mind, our customers remain responsible for any personal information that they collect and process. Customers must take all reasonable steps to protect the hosted data and to comply with laws and regulations as they may apply to the hosted data and the customer. Such reasonable steps would include the customer's encryption of personal or any regulated data.

Your data and the data of all users who subscribe to the service is protected by several levels of security protocols as defined in the guidelines of good computer security practice. This include, but are not limited to;

- [Https://](https://) Encrypted and secure websites.
- Form level Identification for every user
- Passwords saved as encrypted in the database
- Mandatory Strong Passwords (Special character + 6 digits + numeric character).
- Passwords only available to admin user – Entire Internal Entire Staff.

Our hosting providers Rackspace also have extremely high levels of security and privacy protocols being a world leader in managed cloud hosting and we invite you to review these as well: <https://www.rackspace.com/en-au/security/global-enterprise> .

## **Entire Software uses cookies and cache technology**

In providing the Service, Entire Software utilises "cookies". A cookie is a small text file that is stored on Your computer for record-keeping purposes. A cookie does not identify You personally or contain any other information about You but it does identify Your computer, tablet or Smartphone.

A web cache (or HTTP cache) is an information technology for the temporary storage (caching) of web documents, such as HTML pages and images, to reduce bandwidth usage, server load, and perceived lag. These are used in the offering of the service to improve the user experience.

We and some of our affiliates and third-party service providers may use a combination of "persistent cookies" (cookies that remain on Your hard drive for an extended period of time) and "session ID cookies" (cookies that expire when You close Your browser) on the Website to, for example, track overall site usage, and track and report on Your use and interaction with ad impressions and ad services.

You can set your browser to notify You when You receive a cookie so that You will have an opportunity to either accept or reject it in each instance. However, You should note that refusing cookies may have a negative impact on the functionality and usability of the Website and services we provide.

## **How does Entire Software collect my personal information?**

Entire Software is a provider of online recruitment, shift booking and payroll/invoicing software that's simple, smart, and secure and gives business owners, their staff, clients and external personal great freedom and immediate response to many situations.

The Service involves the storage of Data about both company and individual. That Data can include personal information. "Personal information" is information about an identifiable individual, and may include information such as the individual's name, physical address, email address, telephone number, bank account details, taxation details, work history, accounting and financial information.

## **This information may be collected from a company or individual when they:**

- register to use the Service,
- actively use the Service,
- post to the Entire Software support forum,
- contact the Entire Software support team, and

- Visit our Website.

You can always choose not to provide Your personal information to Entire Software, but it may mean that we are unable to provide You with the Service.

### **Entire Software may receive personal information from You about others**

Through Your use of the Service, Entire Software may also collect information from You about someone else. If You provide Entire Software with personal information about someone else, You must ensure that You are authorised to disclose that information to Entire Software and that, without Entire Software taking any further steps required by applicable data protection or privacy laws, Entire Software may collect, use and disclose such information for the purposes described in this Policy.

This means that You must take reasonable steps to ensure the individual concerned is aware of and/or consents to the various matters detailed in this Policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information, Entire Software's identity, and how to contact Entire Software.

Where requested to do so by Entire Software, You must also assist Entire Software with any requests by the individual to access or update the personal information You have collected from them and entered into the Service.

### **Entire Software collects, holds, and uses Your personal information for limited purposes**

Entire Software collects Your personal information so that we can provide You with the Service and any related services You may request. In doing so, Entire Software may use the personal information we have collected from You for purposes related to the Services including to:

- verify Your identity,
- administer the Service,
- notify You of new or changed services offered in relation to the Service,
- carry out marketing or training relating to the Service,
- assist with the resolution of technical support issues or other issues relating to the Service,
- comply with laws and regulations in appropriate guidelines,
- communicate with You.

By using the Service, You consent to Your personal information being collected, held and used in this way and for any other use You authorise. Entire Software will only use Your personal information for the purposes described in this Policy or with Your express permission.

It is Your responsibility to keep Your password to the Service safe. You should notify us as soon as possible if Your password is compromised and immediately change your password within the Service or by using the the “Forgotten Password” option on login.

By using the Service, You agree that Entire Software can access, aggregate and use non-personally identifiable data Entire Software has collected from You. This data will in no way identify You or any other individual.

**Entire Software may use this aggregated non-personally identifiable data to:**

- gain a better understanding of how our customers use the Service,
- provide our customers with further information regarding the uses and benefits of the Service,
- enhance business productivity, including by creating useful business insights from that aggregated data and allowing You to benchmark Your business’ performance against that aggregated data,
- otherwise to improve the Service or Service Support,

**Where do we store the data?**

Entire Software holds your personal information on cloud servers located in Sydney, Australia, hosted by Rackspace, US Inc. Rackspace also have enterprise-grade data centres positioned across the globe in, London, Chicago, Dallas, Northern Virginia, and Hong Kong which may be used for back up purposes in the unlikely event of a catastrophe in Sydney.

By entering personal information into the Services, you consent to that personal information being hosted on servers located in Australia it will remain within Entire Software’s effective control at all times. Each data hosting provider’s role is limited to providing a hosting and storage service to Entire Software. This data is protected using the security measures and procedures outlined above and in our specific security operations manual, detailed separately.

**Who has access to your personal information?**

Customers who use the software may have access to your personal information depending on their level of authority. Internal Entire Software staff or contractors may also have access to your information which will only be used for the purposes outlined above. Hosting data providers have access to the data for the limited purpose of storing the information. This means that, for the purposes of Australian privacy legislation and Australian users, Entire Software does not currently “disclose” personal information to third parties located overseas.

### **When will we will disclose personal information?**

Entire Software will only disclose the personal information You have provided to us to entities outside the Entire Software group of companies if it is necessary and appropriate to facilitate the purpose for which Your personal information was collected pursuant to this Policy, including the provision of the Service.

Entire Software will not otherwise disclose Your personal information to a third party unless You have provided Your express consent. However, You should be aware that Entire Software may be required to disclose Your personal information without Your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify You if we are required by law to disclose Your personal information.

### **Entire Software does not store Your credit card details**

Entire Software does not currently store any credit card details for any purposes at this time, this will change in the future when Entire begins to sell products directly off its website.

### **You may request access to your personal information**

It is Your responsibility to ensure that the personal information You provide to us is accurate, complete and up-to-date. You may request access to the information we hold about You, or request that we update or correct any personal information we hold about You, by setting out Your request in writing and sending it to us at [support@entiresoftware.com](mailto:support@entiresoftware.com).

Entire Software will process Your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet Your request, we will let you know why. For example, it may be necessary for us to deny Your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process Your request in the manner You have requested. In some circumstances, it may be necessary for us to seek to arrange access to Your personal information through a mutually agreed intermediary (for example, the Subscriber).

We'll only keep Your personal information for as long as we require it for the purposes of providing You with the Service. However, we may also be required to keep some of Your personal information for specified periods of time, for example under certain laws relating to corporations, money laundering, and financial reporting legislation.

We do not respond to or honour “Do Not Track” requests at this time.

### **You can opt-out of any email communications**

Entire Software sends billing information, product information, Service updates and Service notifications to You via email. Our emails will contain clear and obvious instructions describing how You can choose to be removed from any mailing list not essential to the Service. Entire Software will remove You at Your request.

### **You are responsible for transfer of Your data to third-party applications**

The Service may allow You, the Subscriber, or another Invited User within the relevant subscription to the Service to transfer Data, including Your personal information, electronically to and from third-party applications. Entire Software has no control over, and takes no responsibility for, the privacy practices or content of these applications. You are responsible for checking the privacy policy of any such applications so that You can be informed of how they will handle personal information.

### **Entire Software has a privacy complaints process**

If You wish to complain about how we have handled Your personal information, please provide our Privacy Officer with full details of Your complaint and any supporting documentation:

- by e-mail at [support@entiresoftware.com](mailto:support@entiresoftware.com)
- by letter to 266a Frankston-Flinders road, Frankston, 3199, Victoria Australia.

### **In the event of a complaint Entire Software Will:**

- provide an initial response to Your query or complaint within 10 business days, and
- investigate and attempt to resolve Your query or complaint within 30 business days or such longer period as is necessary and notified to you by our Privacy Officer.

Entire Software reserves the right to update and change this Policy at any time, and any amended Policy is effective upon posting to this Website. It is your responsibility to review this policy regularly and Your continued use of the Service will be deemed acceptance of any amended Policy.

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