



Privacy Policy

Logic Minds Pty Ltd

Effective Date: 20th November 2024

1. Introduction

Logic Minds Pty Ltd (“Logic Minds”, “we”, “us”, “our”) is committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose and protect personal information when you:

- Visit our website
- Engage our SaaS platform services
- Contact us
- Subscribe to communications
- Use digital systems hosted or managed by us

2. What Personal Information We Collect

We may collect the following types of personal information:

2.1 Identification Information

- Full name
- Business name
- Position/title
- Email address
- Phone number
- Billing address

2.2 Business Information

- Company details
- ABN/ACN
- Payment details
- Contractual records

2.3 Website & Technical Data

- IP address
- Browser type
- Device information
- Pages visited
- Usage analytics
- Cookies and tracking data





2.4 Client Platform Data (SaaS Customers)

Where we provide hosting or SaaS services, we may process:

- Customer databases
- CRM records
- Website content
- Transaction records
- User login data

In these cases, we act as a **technology service provider and data processor**, and the Client remains responsible for the lawful collection of that data.

3. How We Collect Information

We collect information:

- Directly from you (forms, emails, contracts)
- Through website forms and contact submissions
- Through cookies and analytics tools
- During onboarding and SaaS setup
- Through support communications
- Through billing systems

We may also collect information from publicly available sources for business purposes.

4. Why We Collect Personal Information

We collect and use personal information to:

- Provide SaaS platform services
- Deliver hosting and technical support
- Manage client accounts
- Process payments
- Improve our platform and services
- Respond to enquiries
- Send service updates
- Comply with legal obligations
- Protect security and prevent fraud

We do not sell personal information.





5. Cookies & Tracking

Our website may use:

- Cookies
- Google Analytics
- Tracking pixels
- Marketing automation tools

These technologies help us:

- Understand user behaviour
- Improve user experience
- Measure marketing performance

You may disable cookies via your browser settings.

6. Disclosure of Personal Information

We may disclose personal information to:

- Cloud hosting providers
- Payment processors
- IT service providers
- Professional advisers (legal, accounting)
- Regulatory authorities (if required by law)

Where information is disclosed to third parties, we take reasonable steps to ensure appropriate security protections are in place.

Some providers may be located overseas (e.g., cloud infrastructure providers).

7. Data Security

Logic Minds implements commercially reasonable technical and organisational measures to protect personal information, including:

- Secure hosting environments
- Firewall protection
- Access controls
- Encrypted connections (SSL)
- Restricted administrative access

However, no system is completely secure, and we cannot guarantee absolute security.





8. Data Retention

We retain personal information:

- For as long as required to provide services
- As required by law
- For legitimate business purposes

Upon termination of services, Client data may be deleted in accordance with our Master Services Agreement.

9. Access & Correction

You may request access to or correction of your personal information by contacting us.

We will respond within a reasonable time.

We may refuse access where permitted by law.

10. Complaints

If you believe we have breached the Australian Privacy Principles, you may contact us using the details below.

If you are not satisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)
www.oaic.gov.au

11. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of those sites.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

The updated version will be published on our website with a revised effective date.

13. Contact Us

Logic Minds Pty Ltd
Po Box 23456

Docklands, PS, Docklands, Victoria, 8012





14. Role as Data Processor (SaaS Clients)

Where Logic Minds provides hosting or SaaS services, we act as a data processor on behalf of the Client.

The Client is responsible for:

- Ensuring lawful collection of personal information
- Maintaining appropriate privacy policies
- Complying with applicable privacy laws

Logic Minds processes data solely to provide the contracted services.

END

