



MYCLIENT247 PRIVACY POLICY

MYCLIENT247 is one of the industry's finest client management system for migration agents, education agents and lawyers around the world. We make it our mission to simplify your business workflow and provide you with an all-in-one integrated software solution. We respect your privacy and confidentiality and we want you to feel comfortable and secure sharing your personal information with us.

The purpose of this privacy policy is to outline the terms by which your data will be collected, saved and/or used. By signing up to our FREE trial and/or subscribing to any plan, you have accepted our Privacy Policy and Terms and Conditions as outlined on our website www.myclient247.com.au. You also consent to our terms of storage, use and disclosure of your personal information as outlined in this privacy policy.

Please note that when we use pronouns such as 'we', 'us' or 'our', we refer to the MYCLIENT247 services that are owned and managed by **Global IT Solutions** and **Nikee Business Group**. 'MyClient', 'MYCLIENT', 'MyClient247' also refer to the software 'MYCLIENT247'. When we use the words 'you', 'purchaser', 'subscriber' and/or 'user' we are referring to all users of MYCLIENT247 both free trial users, paid subscribers,

The MYCLIENT247 Head Office in Australia is located at 210/227 Collins Street, Melbourne VIC Australia 3000.

I. GATHERING OF TWO-FOLD INFORMATION

- A. We only gather information that allows us to better service your needs and improve our services. The information we will collect from you at registration include your name, postal address, email address, contact numbers, gender, age, profession/occupation, role, business details and payment information for our subscription services (including credit card and / or debit card details).
- B. We also gather demographic information and basic data when you have a query or technical issue which required assistance including your preferences based on data you submit, which pages you have used most frequently on our software and other similar events.

II. INFORMATION COLLECTION

- A. We will retrieve your 'Registration' and 'Account' information when you:
 - a) Register for our subscription, any plan or the free trial
 - b) Fill out a new client form
 - c) Email us an enquiry
 - d) Complete in-software actions / orders / payments
 - e) Transactions performed & payments made
 - f) Request client or technical assistance
 - g) Report technical issues or complaints
 - h) Use the MYCLIENT247 website
 - i) Submit a testimonial
 - j) Contact us via phone, email or any other means
 - k) Participate in customer surveys
 - l) Provide us with other specific material to provide a particular service
 - m) Log-in via social media on our website or software

- B. We will retrieve your activity information through:
 - a) Website cookies & browser data
 - b) Internet and mobile information
 - c) Exit pages
 - d) Operating systems
 - e) Search history and frequency
 - f) Language preferences
 - g) Connected devices
 - h) System configuration
 - i) Social media sites including, but not limited to, Facebook, Instagram, Twitter & LinkedIn

III. USE, RETENTION & DISCLOSURE OF INFORMATION

- A. We will retrieve, store, use and disclose your information in the following ways:
 - a) To help us improve our software and services.
 - b) To enable us to service your needs – fulfil
 - c) To process payments regularly as required accordance with your subscription plan
 - d) To provide client support services
 - e) To provide software assistance and technical support when you require
 - f) To assist with errors and debugging issues
 - g) To keep you updated about changes to our software, privacy policy, terms and conditions or any other important notices
 - h) For auditing and legal purposes
- B. Unless otherwise stated here, we do not under any circumstance sell, trade or rent your information to any third parties for marketing (or other) purposes without your consent.

IV. PROTECTION OF PERSONAL INFORMATION

- A. We have implemented technical and administrative security measures including data encryption protection and firewalls on our software to protect your data from misuse, cyber threats, fraud and data loss. However, we highly recommend that you have your own security anti-virus installed on the devices on which you use MYCLIENT247 as your security is limited of that of your device, especially, when you are working from your personal or business server rather than our servers.
- B. As your account is password protected, we highly encourage you not to submit your log-in details to any third parties and ensure you log out after every session as we will not be held responsible for any losses occurring due to reckless or careless error. We will, however, do our best to help you recover any of your information or data if this does occur.

V. DATA PRIVACY

- A. MYCLIENT247 does not claim ownership of any of the data which you enter into the system when you use our software services.
- B. You have the right to unsubscribe from any of our marketing emails if you wish by resetting your preferred settings in the user portal.

VI. OWNER'S RIGHTS

We own all copyright, trademark, logo, patent and other intellectual property rights associated with MYCLIENT247. We reserve the right to make changes to this privacy policy at any time. When we do so, we will notify all users via email or by placing a notice on our website.

VII. CONTACT

For any queries regarding this Privacy Policy or our services, please contact our Melbourne, Australia team:

E: hello@myclient247.com.au.

P: (03) 9663 5477

A: 210/227 Collins Street Melbourne VIC 3000