

Privacy Policy

Last Updated 16/11/2023

This is the Privacy Policy of Hidetech Pty Ltd, trading as Fingertip ABN: 59 652602 456 (“we”, “us”, “our”).

This Privacy Policy sets out how we collect, use, and protect your personal information when you interact with our website which can be found at www.fingertip.com (“Site”), social media platforms (“Platforms”) and services (“Services”). Please read this policy carefully to understand how we handle your information.

Overview

We respect your right to privacy and are committed to safeguarding the privacy and data security of our clients and website visitors. We adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) and where required by law, the General Data Protection Regulations (GDPR) and the California Consumer Privacy Act (CCPA).

By accessing or using our Site or our Services, you agree to our use of your information in accordance with this Privacy Policy. We encourage you to read through and contact us if you have any questions.

What kind of information do we collect?

Personal Information

Where necessary, we collect information from you that enables you to be identified as an individual, such as your name, email address, phone number or payment details. This kind of information is defined in the GDPR as personal data and in the CCPA and the APPs as personal information. The terms “personal data” and “personal information” are used interchangeably through this privacy policy.

Generally, the type of personal data that we collect is the information that we need to enable you to use our Site, Platforms and provide our Services to you. To minimise the impact on your privacy, we will never knowingly collect more personal data than is strictly necessary to perform the activities described in this privacy policy.

By providing us with personal information, you consent to its collection, use, and disclosure as outlined in this Privacy Policy.

Website Development

We collect information that you provide to us directly in order to develop your website such as your email address, google business information, mobile number and your website URL.

Payment Information

If you make a payment for our Services, we may collect and process your payment details. Please note that we do not store your payment card information. All payment transactions are securely processed through our third-party payment processor, Stripe. Please refer to Stripe's privacy policy for more information. <https://stripe.com/en-au/legal/privacy-center>

Device Information

When you visit our Site, we automatically collect certain information about your device, that may include information about your IP address, time zone, location, device type and model and/or some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or services that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site.

Cookies

Our Site uses cookies. Cookies are very small files that are saved to your computer and a website uses to identify you when you come back to the Site and to store details about your use of the Site. Cookies enable us to provide a better website visitor experience. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our Site.

Do not track

Please note that we do not alter our data collection and usage practices when we detect a do not track signal.

How do we collect your information?

You directly provide us with almost all the information that will collect except for device information and cookies. We collect information from you in many ways including when you:

- a) Communicate with us via email or online forms;
- b) Provide us with information via our Site or email;
- c) Engage our Services;
- d) Enquire about our Services;
- e) Provide testimonials or feedback.

How do we use your information?

Website Development

The personal information collected from you is used to provide the requested website development Services. We use this information to tailor your website to your specific business needs. We will only use your personal information for the purposes for which it was collected.

Website Improvements

We use Retool and Google Analytics to analyse website traffic, track user engagement, and understand user preferences. This information helps us improve our website's content, design, and user experience. The data collected through Retool and Google Analytics is aggregated and anonymised, and we do not use it to identify individual website visitors.

By using our Site, you consent to the processing of data by Retool and Google Analytics. You can opt-out of Google Analytics tracking by disabling cookies in your web browser or using the Google Analytics Opt-out Browser Add-on <https://tools.google.com/dlpage/gaoptout>.

Please note that this privacy policy does not cover the data practices of Google. For more information about Google's data handling practices, please review Google's Privacy Policy (<https://policies.google.com/privacy>).

For more information about Retool's data handling practices, please review Retool's Privacy <https://docs.retool.com/legal/privacy-policy>.

Data Security

We take appropriate measures to protect your personal information from unauthorised access, alteration, disclosure, or destruction. We implement industry-standard security practices and regularly review our systems to ensure your data is securely stored.

Please note that the transmission of information via the internet is not completely secure. While we do our best to protect your personal information, we cannot guarantee the security of data transmitted to our website or through electronic communication channels. Any transmission is at your own risk.

Disclosure of your information

We may disclose your personal information to third-party service providers who assist us in operating our business and providing our Services, such as payment processors and IT support providers. These service providers are authorised to use your personal information only as necessary to provide their respective services to us.

We may also disclose your information if required to do so by law.

Marketing and Communications

You may be asked by us if you want to receive marketing materials. You will always be given the choice whether to receive marketing information from us. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at hello@fingertip.com.

If you have voluntarily provided a testimonial or review on our social media platforms, you understand and agree that your testimonial or review may be used for promotional or marketing purposes by Fingertip on our Site, Platforms, advertisements, or any other promotional materials. We may use your testimonial or review in its entirety or in part, and we reserve the right to edit or modify it for clarity, length, or any other necessary purpose.

You retain the right to withdraw your consent for the use of your testimonial or review at any time. To do so, please contact us at hello@fingertip.com. We will promptly remove or anonymise your testimonial or review from our promotional materials, as applicable.

How do we store your information?

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

To keep your personal data secure, our Servers are SSL certificate encrypted.

We also store personal information (except credit card information which is encrypted) on our local secure networks, all of which are password protected.

Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this privacy policy.

We will retain your personal information for the duration necessary to provide the microsite services or as required by applicable laws and regulations.

Upon termination of the microsite services or at your request, we will securely delete your personal information.

You may request the deletion of specific data or your entire microsite. However, we may retain certain data for legal and legitimate business purposes, such as compliance with accounting and tax obligations.

Cross-Border Data Transfers

By using our Services, you acknowledge that personal information may be transferred to, stored, and processed in countries outside of Australia, where data protection laws may differ.

Payment Information

When you purchase a Service on our Site, we do not store or retain complete credit card information, such as credit card numbers, expiration dates, or CVV codes. Instead, we rely on the secure payment processing services of our trusted third-party payment processor Stripe.

Stripe handles the collection and processing of payment information on our behalf. When you enter your payment details during the checkout process, the information is securely transmitted directly to Stripe. Stripe retains and stores your payment information in accordance with their own data security and retention practices. You can review Stripe's privacy policy and terms of service for more information on how they handle and protect your payment information.

Please note that while we do not store credit card information, we may retain certain transaction details provided by Stripe, such as the transaction amount, date, and confirmation status, for accounting, record-keeping, and customer service purposes. These stored transaction details do not include sensitive credit card information.

Maintaining data quality and accuracy

It is important to us to maintain the quality of the personal information that we hold. We take reasonable steps to make sure that your personal information is accurate, complete and up-to-date.

If you find that your personal information held by us is not up to date or is inaccurate, please advise us and we will amend it, where appropriate.

Third Party Links

Our Site may contain links to other websites of interest. Once you have used these links to leave our Site, you should note that we do not have any control over that other website. We are not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our Site, to read the privacy statements of each website that collects personal identifiable information.

Google API User Data Usage Policy

Calendar Management Service

Fingertip is committed to protecting our users' privacy. We comply with the Google API Services User Data Policy, including the Limited Use requirements, when using information obtained from Google APIs and transferring it to other apps. We ensure that user data is processed, stored, and shared in accordance with applicable regulations, and our privacy policy reflects these principles. We encourage users to review the Google API Services User Data Policy here <https://developers.google.com/terms/api-services-user-data-policy>.

Access and Usage

Our app will only access, read, write, modify, or control Google Calendar event information, including event titles, descriptions, attendees, and settings. The primary purpose of this access is to provide a comprehensive calendar management service, allowing users to create, invite, modify, and view calendar events.

Data Sharing

We will not transfer your calendar data to third parties unless it is necessary to provide or improve the Apps features, to comply with applicable laws or as part of a merger, acquisition, or sale of assets.

Advertisements

Your calendar data will not be used for advertising.

Data Access by Humans

We will not allow humans to read your calendar data unless we have your affirmative agreement for specific events. Access may be granted when necessary for security purposes, such as investigating abuse, complying with applicable laws, or for the app's internal operations. In such cases, data will be aggregated and anonymised.

Data Security

We prioritise the security of your data and implement measures, including encryption, to protect it from unauthorised access.

Data Retention

Calendar data will be retained for the duration necessary to provide the calendar management service, unless a longer retention period is required by law.

Data Breach

We take the security of your personal information seriously and have implemented reasonable measures to protect it from unauthorised access, loss, or disclosure. However, in the event of a data breach that compromises the security of your personal information, we will take immediate action to mitigate the impact and comply with applicable laws and regulations.

In the unfortunate event of a data breach, we will:

Promptly assess the extent of the breach: We will conduct a thorough investigation to determine the scope and nature of the breach, identifying the affected systems, data types, and the potential risk to individuals.

Notify affected individuals: If we determine that the data breach poses a significant risk of harm to your rights and freedoms, we will notify you promptly, providing clear and transparent information about the breach, the potential consequences, and the actions you can take to mitigate any potential risks.

Engage relevant authorities: If required by applicable laws and regulations, we will report the data breach to the appropriate supervisory authorities and cooperate fully in their investigations.

Take necessary steps to secure and remedy the breach: We will take immediate action to contain the breach, prevent further unauthorised access, and restore the security and integrity of our systems. This may include, but is not limited to, implementing additional security measures, conducting forensic analysis, and cooperating with law enforcement agencies.

Provide support and assistance: In the event of a data breach, we are committed to providing support and assistance to affected individuals. This may include guidance on steps to protect your personal information, information about available resources for identity theft protection, and any other relevant support measures to help mitigate the impact of the breach.

If you suspect or become aware of any unauthorised access, loss, or disclosure of your personal information, please contact us immediately using the provided contact details.

Please note that while we implement reasonable security measures, no method of data transmission or storage is completely secure. We cannot guarantee the absolute security of your personal information.

By using our website and providing your personal information, you acknowledge and understand the inherent risks associated with data transmission over the internet and agree that we are not liable for any unauthorised access, loss, or disclosure of your personal information beyond our reasonable control.

Your Rights

You have the right to access personal information we hold about you and ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

We note that we are processing your information to provide our Services to you, or otherwise to pursue our legitimate business interests listed above.

We would like to make sure you are fully aware of all your data protection rights. You have:

Right to Erasure (Right to be Forgotten): You have the right to request the deletion or removal of your personal information when certain conditions are met, such as when the information is no longer necessary, consent is withdrawn, or processing is not based on legitimate interests.

Right to Rectification: If you believe that the personal information we hold about you is inaccurate or incomplete, you have the right to request its correction. You can do so by contacting us using the information provided at the end of this policy.

The right to erasure: You have the right to request us to restrict the processing of your personal information, under certain conditions.

The right to data portability: You have the right to request us to transfer the information that we have collected to another organisation, or directly to you, under certain conditions.

Right to Information and Access: You have the right to be informed about the collection, use, and processing of your personal information. You also have the right to request access to the personal information we hold about you. We may charge you a small fee for this service.

Right to Restriction of Processing: Under certain circumstances, you have the right to request the restriction of the processing of your personal information. If you would like to exercise this right, please contact us using the information provided at the end of this policy.

Right not to be Subject to Automated Decision-making: You have the right not to be subject to decisions based solely on automated processing, including profiling, if these decisions significantly affect you. Some exceptions apply, such as when the decision is necessary for a contract or authorised by law.

Right to Object: You have the right to object to the processing of your personal information based on legitimate interests or for direct marketing purposes. If you wish to object to the processing of your information, please contact us using the information provided at the end of this policy.

Right to Lodge a Complaint: If you believe that your privacy rights have been violated, you have the right to lodge a complaint with the relevant supervisory authority, such as the data protection authority in your country.

If you make a request, we have 30 days to respond to you. If you would like to exercise these rights, please contact us, using the details below.

Changes to our privacy policy

Please be aware that we may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our Site. Please check from time to time to review our privacy policy.

How to contact us

If you have any questions relating to our handling of your personal information or our use of cookies, or if you would like to invoke any of your rights under the APP, GDPR or CCPA regulations, please email us at hello@fingertip.com.