

# eCommBook Privacy Policy

The *Privacy Act 1988* requires entities bound by the Australian Privacy Principles to have a privacy policy. This privacy policy outlines the personal information handling practices of eCommBook Pty Ltd (ECB). This policy is written in simple language. The specific legal obligations of the ECB when collecting and handling your personal information are outlined in the *Privacy Act 1988* and in particular in the Australian Privacy Principles found in that Act. We will update this privacy policy when our information handling practices change. Updates will be publicised on our website and through our email lists.

## Overview

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We collect, hold, use and disclose personal information in relation to ECB subscribers use of this website.

**What we will not do: ECB will never disclose your personal information to anyone else unless you have, using your account, authorised ECB to do so.**

**With your ECB Account, you may –**

1. Permit another user (eg your ex-partner, your child or another family member) to receive secure messages you send via your account to another user;
2. Permit an Authorised Third Party (such as a Legal or Medical Practitioner) to receive messages and have access to your personal information.

Your payment information will never be disclosed to a third party and will only be held and used by us to process your subscription fee.

If we are compelled to do so, we may disclose your personal information to Courts and other Government Agencies in accordance with ECB's legal obligations (for example by way of a Subpoena issued by the Family Court of Australia).

ECB's platform's functions and activities include:

- Creating User Accounts for our subscribers.
- Creating User Accounts for Authorised Third Parties (such as Medical Practitioners and Legal Practitioners).
- Processing our subscribers' payment for the use of our website.
- Allowing authorised third parties to access to content you upload to ECB in accordance with ECB's Terms of Use and this Privacy Policy.

- Sending other ECB members that you have authorised messages, content and files that you have created on the platform or uploaded to the platform.
- Receiving messages, content and files that other members have created on the platform where you have authorised those members to send you messages and content.
- Recording data that identifies your geographic location whenever you use ECB to communicate with another Member or Members.

## **DISCLOSURE OF PERSONAL INFORMATION AND CONTENT TO LAW ENFORCEMENT AGENCIES**

By using the eCommBook platform you irrevocably agree and consent to eCommBook providing assistance to State Police, Federal Police or other law enforcement agencies (**‘the Police’**) in the event that eCommBook is requested by the Police to provide information about your account (**‘The Assistance’**) in relation to any investigation by the Police concerning alleged violence including alleged domestic violence. The assistance may include eCommBook providing any of the following to the Police:

- pdf files of the messages you have sent from your account to another member or members;
- pdf files of messages you have received to your account from another member or members;
- pdf files of your diary entries related to your account;
- data identifying the location of where and when you created messages or diary entries sent from your account;
- data identifying the location of where and when you received messages from another member or members;
- media files you have uploaded to your account; and
- any personal information you have provided to eCommBook during your registration process as set out in these terms and conditions.

### **Other Disclosure**

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In addition to the above, common situations in which we may also disclose information are detailed below.

We only disclose your sensitive information for the purposes for which you gave it to us or for directly related purposes you would reasonably expect or if you agree or if we are legally required to disclose.

Web traffic information is disclosed to Google Analytics when you visit our websites. Google stores information across multiple countries. For further information see [Google Data Centres](#) and [Google Locations](#).

When you communicate with us through a social network service such as Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.

## **Collection of your personal information**

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At all times, we try to only collect the information we need for the particular function or activity we are carrying out.

The main way we collect personal information about you is when you give it to us, for example, we collect personal information such as your contact details and the personal information you record through the use of your ECB Account. We may also collect personal information when you contact us in relation to your account.

## **How and Where Your Personal Information is Stored**

We only collect your personal information that you or an authorised subscriber or an authorised third party provides to us through the use of your ECB account.

We store this personal information on servers located in Australia.

### ***Analytic, session and cookie tools***

We use a range of tools provided by third parties, including Google, Bing and our web hosting company, to collect or view website traffic information. These sites have their own privacy policies. We also use cookies and session tools to improve your experience when accessing our websites.

The information collected by these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the

next site visited. We use the information to maintain, secure and improve our websites and to enhance your experience when using them. In relation to Google Analytics you can opt out of the collection of this information using the [Google Analytics Opt-out Browser Add-on](#).

## **Social Networking Services**

We use social networking services such as Twitter, Facebook and YouTube to communicate with the public about ECB. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies.

## **Email lists**

We collect your email and, if you provide it, other contact details when you subscribe to our email lists. We only use this information for the purposes of sending you regular updates on ECB's services and activities.

## **Storage and security of personal information**

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We take steps to protect the security of the personal information we hold from both internal and external threats by:

- regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure that information
- taking measures to address those risks, for example, we keep a record (audit trail) of when someone has added, changed or deleted personal information held in our electronic databases and regularly check that staff only access those records when they need to
- conducting regular internal and external audits to assess whether we have adequately complied with or implemented these measures.

For further information on the way we manage security risks in relation to personal information we hold see our supplementary material on information technology security practices, below.

We destroy personal information in a secure manner when we no longer need it.

## **Accessing and correcting your personal information**

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Under the Privacy Act (Australian Privacy Principles 12 and 13) you have the right to ask for access to personal information that we hold about you, and ask that we correct that personal information. You can ask for access or correction by contacting us and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.

## **How to make a complaint**

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If you wish to complain to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

We will tell you promptly that we have received your complaint and then respond to the complaint within 30 days.

## **How to contact us**

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You can contact us by email at:

**Email – [admin@ecommmbook.com](mailto:admin@ecommmbook.com)**