

Privacy Statement

[Click here to view the terms and conditions](#)

Introduction

This Privacy Statement is the privacy policy of Software North as required by the Privacy Act 1988 (Cth).

Software North Pty Ltd (Software North) is an Australian registered company with its offices in Alstonville Northern NSW. Our Cloud infrastructure is located in Australia and housed with NEXTDC. All development and our Cloud and Client services are undertaken by members of our teams located in these offices. All application development and client support is conducted in Australia - we do not outsource development.

Software North is committed to complying with the requirements of the Privacy Act 1988 as amended from time to time ('Act'). The core requirements of the Act are set out in the Australian Privacy Principles (APPs). The APPs set out how an organisation such as Software North should collect, hold, use, and disclose personal information. The APPs also give you a right to know what information an organisation holds about him or her, and a right to correct it if it is wrong. The APPs can be found on the website of the Office of the Australian Information Commissioner at <https://oaic.gov.au>.

In this Privacy Policy, "Software North" means Software North Pty. Ltd. ABN 12 095 951 205 and "you" or "your" means any customer, person, firm, company, government body or other entity who provides personal information to Software North or accesses or uses the websites <https://softwarerorth.com.au>, <https://trimicro.com.au>, and <https://trionline.com.au>. "We" or "us" refers to Software North.

Software North develops software for aged care - our suite includes TriOnline and TriMicro applications; roster, payroll, client billing and care management.

This privacy policy applies only to external Personal Information and information about residents and home care consumers of our clients provided to us by our clients. Software North manages, collects, holds and has access to different categories of information depending on the services being provided.

Note: This Policy does not apply to Software North's employee records.

By visiting our websites or using any of our products or services or providing us with your personal information, you agree to your personal information being collected, held, used and disclosed as set out in this Privacy Policy. You agree that this Privacy Policy will apply to Software North's collection and use of all personal information you provide to Software North, including information relating to your employees and clients.

Collection of Information

As Software North does not transact directly with clients' employees, or residents and home care consumers of our clients, it expects its clients to be committed to complying with the requirements of the Privacy Act and to obtain the consent of the individual for the collection, use, and disclosure of the individual's personal information to and by Software North. It also asks its clients to have regard to the information in this privacy statement in making its own disclosures to employees under the Privacy Act.

By providing Software North with personal information, you warrant that:

- you are authorised to provide such information to Software North for the purposes set out in this Privacy Policy;
- the information is collected lawfully;
- any personal information of a third party you provide to us is collected with the express consent of that third party; and
- the collected information is current and accurate.

We manage and store a range of organisational, financial and personal information on your behalf to enable us to provide the services we provide. This information is used for the completion of these activities and is made available to other parties as required to fulfil our service requirement. (These services may include, for example, transmitting direct credit files to our bank, sending your tax details to the Tax Office, sending payroll deduction schedules to deduction agencies).

We will endeavour to only collect information that is necessary and relevant to allow us to provide our services, develop, manage, and promote our TriMicro software, our cloud-based software and storage infrastructure, and to assist us with complying with our legal and regulatory obligations. Without these details, we would not be able to carry on our business and provide our services to you. Any data and confidential information you provide to us and collected by us is at all times subject to our terms and conditions and our privacy policy. We will not transfer your information without your permission.

Where you provide personal or confidential information to us electronically, (including over the internet) Software North cannot warrant the security of any information during transmission, and you do so at your own risk.

Software North may collect information from or about you, including:

- **Client contacts** - Software North collects contact information from or about clients or prospective clients and records details of interactions with clients and prospective clients. This could include:
- **Contact information** - information that allows Software North to communicate with the client, such as their name, username, mailing address, telephone numbers, email address or other addresses that allow Software North to send messages.
- **Relationship information** - information that helps Software North do business with the client. Such as the types of products and services that may interest the client, information on the organisation's size, geographic locations, creditworthiness and demographics.
- **Transaction information** - information about how the client interacts with Software North, including purchases, inquiries, customer account information, and information about how the client uses the Software North websites and applications
- **Applicants for jobs at Software North** - Software North collects contact details, employment history and other background information as required and as permitted by law.

In the conduct of its business, Software North manages for our clients, the following types of information that our clients gather and provide to us to enable us to provide our services:

- **Employees of Software North's Clients** - Software North generally manages personal information such as the individual's name, address, email address, user ID, banking details, date of birth, payroll details, and employment-related information such as salary details, superannuation contributions, Tax File Number, relevant awards and PAYG withholding tax.
- **Residents and Home Care consumers of our clients' businesses** - Software North generally manages

resident identifying information, banking details, medical and service requirement information about the residents and Home Care receivers of our clients to enable our clients to conduct their business.

- **Visitors and guests of our clients' businesses** - Collection of contact information from visitors to their premises for the purpose of assisting with COVID-19 contact tracing. This information would only be passed on to relevant health authorities who undertake contact tracing activities, when requested to do so.
- **Financial, legal and banking information of our clients** - Software North generally manages company information specific to the client, so it can perform its business and fulfil its legal and financial requirements.

Access to our cloud

We may collect Web Site Statistics (log files) for the purposes of site usage and summary statistics, performance measurements, security, and improving our site.

When a client or prospective client interacts with Software North such as registering on a Software North website, signing up to receive a newsletter, or making a purchase, we will ask for very limited personal information: Facility Name, Name, email address, phone number or some other contact information. Software North also collects transaction information: when products or services are purchased from Software North, when visiting Software North's website, using Software North applications or contacting Software North, such as for customer service purposes.

Holding personal information

We hold and manage personal information electronically, both on our local server and our cloud servers, and in printed form. Software North exercises great care to protect the personal and confidential information that it holds from unauthorised access, loss, misuse, modification or disclosure. For the personal information we hold electronically, we take reasonable security measures using industry-standard techniques including firewalls, secure logon processes, encryption and intrusion monitoring technologies. For the information we hold in printed form, we have in place reasonable confidentiality procedures, and we also take reasonable security measures. We also require our Service Providers to hold personal information securely.

Internally, Software North restricts access to personal information to employees or parties who need access to the information in order to do their jobs - the "Principle of Least Privilege". These employees or parties are limited in number and are committed to maintaining confidentiality.

Software North will safeguard your information in our highly secure database for as long as is necessary, and will securely destroy it when it is no longer useful to us. We do not sell, trade or rent your information to other parties. We will not send unsolicited messages to these email addresses.

Software North reviews its security arrangements from time to time, as it deems appropriate.

Use and Disclosure of Information

Software North deals with personal information for a number of purposes, such as:

- Billing and account management

- Internal business operations such as planning, product development, research, and reporting to Software North related bodies corporate
- Fulfilling requests for products or services and for related activities, such as product and service delivery, customer service, account management, support and training and to provide other services related to the relationship with Software North
- Administering surveys and other promotional events
- Determining eligibility for certain products, services or offers
- Providing additional information that may be of interest, such as Software North news and announcements and technical service bulletins; and
- Managing Software North's everyday business needs, such as payment processing and financial account management, product development, contract management, website administration, forum management, fulfilment, analytics, security and fraud prevention, corporate governance, reporting and legal compliance, and business continuity.

Software North understands that individuals do not want Software North to provide their personal information to third parties for their own marketing purposes. Software North limits its sharing of your personal information as follows:

- In using personal information, Software North may need to disclose personal information to various third parties, such as the Australian Taxation Office, other governmental agencies as required by law, banks/financial institutions, superannuation funds, health funds, or contracted service providers.
- Software North may share personal information with its service providers, who are bound by law or contract to protect the personal information and only use it in accordance with Software North's instructions.
- Software North may disclose personal information where needed to affect the sale or transfer of business assets, to enforce Software North's rights, protect Software North property, or protect the rights, property or safety of others, or as needed to support external auditing, compliance and corporate governance functions. Software North may also disclose personal information when required or authorised to do so by law.
- Software North may also use and disclose information about you that is not personally identifiable. For example, Software North may publish reports that contain aggregated and statistical data about Software North's clients. These reports do not contain any information that would enable the recipient to contact, locate or identify you. These reports also do not contain any identifiable company information.

The collection, use and disclosure of personal information may be required or authorised under various Commonwealth and State laws, including:

- The Income Tax Assessment Acts
- Superannuation Guarantee (Administration) Act 1992 (Cth)
- Fair Work Act 2009 (Cth)
- Payroll Tax Acts
- Long Service Leave Acts
- Occupational Health & Safety Acts
- Workers Compensation Acts

- Tax Agent Services Act 2009 and Tax Agent Services Regulations 2009
- Privacy Act 1988 (Cth)
- Corporations Act 2001 (Cth)
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)
- Any secondary legislation pursuant to primary legislation referred to above.

If you do not wish the personal information to be used in that manner, please contact Software North's Privacy Officer by email on the contact details listed below and describe the type of personal information that you do not wish to be disclosed and the circumstances in which you do not consent to the use of that personal information. Software North retains the right to use personal information of any nature where that use is not prohibited according to the Privacy Act 1988 (Cth).

Access to and correction of personal information

Software North respects your right to access and correct your personal information.

If you require an amendment to personal information of an employee which was provided by an employer you acknowledge and agree that Software North is storing that information on behalf of the employer and any amendment or access to that information may, at the reasonable discretion of Software North, require the written consent of the relevant employer.

We may, if requested by a client, provide employees access to view and download their own payroll information (payslips and PAYG). This information is provided to our clients solely as a service and is not used for any other purposes, or made available to any other parties.

If you have a direct relationship with Software North and you wish to request access to any personal information which Software North may hold about you as a result of our information collection practices set out in this Privacy Policy, please contact Software North's Privacy Officer by email on the contact details listed below. Software North will deal with such a request promptly and in accordance with the requirements of the APPs.

A reasonable access fee may be charged to cover Software North's costs of providing the information to you unless the request is solely to correct personal information about you which Software North holds.

Software North may require substantiation of any request to correct personal information.

You may request not to receive marketing communications from Software North. Software North aims to ensure such requests are complied with within five business days.

Complaints

Any complaint regarding a possible breach of Software North's privacy obligations may be directed to:

- If you have a direct relationship with Software North then the person at Software North that you normally deal with and/or
- Software North's Privacy Officer (using the details below).

The Privacy Officer will investigate any complaint and notify you within a reasonable time frame of the outcome of the investigation. View our data breach procedure here: [KB: Data Breach Policy and Response Plan](#)

Transfer of information overseas

Software North operates its business entirely within Australia, and all technologies and data storage is within Australia.

Cookies

If you interact with Software North online, Software North may use cookies and other technological tools to collect information about your computer and use of Software North's website and applications. The information collected by these tools may include the IP address of the device you are using and information about sites the 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. Software North treats this information as personal information when it is associated with your contact information.

Cookies are pieces of information that may be transferred to your computer when you visit a website for record-keeping purposes. Most Web browsers are set to accept cookies. However, if you do not wish to receive any cookies, you may set your Web browser to refuse cookies. We may use cookies to provide us with aggregate (anonymous) information on how people use our website and to help us to know what they find interesting and useful on our website. We do not link this information back to your identity or other information that you have provided to us. We do not store any information that identifies you inside cookies.

Changes to Privacy Policy

From time to time, as Software North updates and improves its service, Software North may change this Privacy Statement. Software North will publish these changes on its website at <https://trionline.com.au/privacy/>. We, therefore, encourage you to please review our Privacy Policy or website periodically for changes. You agree that this Privacy Policy, as so varied, will apply to Software North's collection and use of all personal information you provide to Software North, including information relating to your employees.

Acceptance

Your continued use of our websites, using products or services, requesting our assistance will acknowledge your acceptance of this Privacy Policy and the Terms of Use.

Indemnity

You indemnify Software North (including its officers, directors, employees, agents, successors and assignees) against any cost, expense, loss, fine, penalty, damage or liability arising from any action, demand, claim or proceeding relating to any failure by you to comply with your obligations pursuant to this Privacy Policy.

Disclaimer

The information provided on Software North's web sites has been compiled for your convenience. Software North makes no warranties about the accuracy or completeness of any information contained on these web sites.

Software North, including its directors, affiliates, officers, employees, agents, contractors, successors and assigns, will not accept any liability for any loss, damage or other injury resulting from the use of its websites.

Links to other web sites are provided for your convenience and Software North is not responsible for the information contained on those linked web sites. The provision of a link to another web site does not constitute an endorsement or approval of that web site, or any products or services offered on that web site. Software North will not accept any liability for the use of those links to connect to web sites that are not under our control.

Software North holds the copyright to its web sites. Software North grants you a limited license to download this web site via a browser for personal use only. You are not permitted to reproduce or alter this web site, or any copy of it, for any other purpose without the prior express written consent of Software North.

Software North regards your privacy as important and will take all reasonable steps to ensure that if you have subscribed to receive notification of web site updates; your email address will remain confidential.

Nothing in this Privacy Policy shall be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any obligation or right implied by law (including, without limitation, the Privacy Act 1988 (Cth)) and which by law cannot be excluded, restricted or modified.

Headings used in this Privacy Policy are for convenience only and shall be ignored in construing this Privacy Policy.

References to any document (including this Privacy Policy) are references to that document as varied, amended, consolidated, supplemented, novated or replaced from time to time.

References to any law are references to that law as amended, consolidated, supplemented or replaced from time to time.

Software North reserves the right to make changes, modifications, additions, deletions and corrections to its web sites, at any time and without notice.

Contacting Us

Privacy Officer Contact details

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ALSTONVILLE NSW 2477

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