



Privacy Policy - The Service

Addressfinder

Privacy Policy

Addressfinder (“us”, “we”, or “our”) operates the Addressfinder services (the Service). When we say Addressfinder we mean Addressfinder Pty Ltd, if you reside in Australia or Addressfinder Ltd of New Zealand, if you reside anywhere else in the world. This document informs you of our policies regarding the collection, use and disclosure of the Personal Information we collect from our Customers and their end users (Consumers).

By using the Service, you agree to the collection and use of information in accordance with this policy.

Information being Collected

Customer Information

During the Addressfinder account creation process and maintenance of the account, we collect information from our customers (Customer Information). This information is used by Addressfinder for primary purposes of providing, maintaining and improving the service, communication and marketing.

The Customer Information collected includes:

- Organisation name
- Account user(s) name
- Account user(s) email address
- Account user(s) phone number
- Account user(s) IP address(s)
- Billing name
- Billing email address(s)
- Billing phone number(s)
- Billing address
- Organisation domain(s)
- Organisation IP address(s)

Consumer Information

While Consumers use the Service, we collect information (Consumer Information). This information is used by Addressfinder for the primary purposes of providing, maintaining and improving the service. Consumer Information is collected from the log data which is sent from the consumer's browser (or server) whilst consuming Addressfinder services.

Consumer Information may include the following data:

- The time of the transaction
- The service called
- The transaction elapsed time
- The request URI (will contain parameters associated with the service being consumed)
- The consumers remote IP address
- The credentials of the associated organisation
- The HTTP response code
- Any HTTP request headers used in the API calls

Storage of Collected Information

Customer Information is stored in the [AWS](#) Data Centre (Sydney, Australia) and a backup is stored in the [Site Host](#) Data Centre (Auckland, New Zealand). Customer information is encrypted and stored for a minimum of 7 years.

Consumer Information is stored in the Addressfinder servers within [AWS](#) (Sydney, Australia), [Site Host](#) (Sydney, Australia) and [Site Host](#) (Auckland, New Zealand). Consumer Information is also stored in the logging application [Logz.io](#) (Sydney, Australia). Consumer Information is stored for a maximum of 14 days.

Access to Stored Information

Addressfinder customers are able to access Customer Information via the Addressfinder portal.

Addressfinder customers are able to access Consumer Information associated with their Addressfinder account only. This information is accessible via the Addressfinder portal>Usage Reports page and only available for a period of 48 hours.

Addressfinder staff are able to access Customer Information via the Addressfinder portal.

Addressfinder staff are able to access Consumer Information via the Addressfinder portal (accessible for a period of 48 hours) and via the Logz.io application (accessible for a period of 14 days).

Addressfinder applies role based access in which only Addressfinder employees who require access to systems and data (Customer or Consumer or both) for the purposes of completing functions of their job are provided with this access. It is recommended that Addressfinder customers apply role based access when deciding which of their staff members should have access to the Addressfinder portal.

Use and Disclosure of Data

Addressfinder will not use the Log data for any secondary reasons or disclose the data to any third parties unless an exception applies. Exceptions include:

- if you have consented to the use (or disclosure) of the data for the secondary purpose
- if we deem it to be reasonably necessary for enforcement-related activities to be carried out by or on behalf of an enforcement body
- if we are required or authorised to under law or a court or tribunal order.

Updates or amendments to the Privacy Policy

We may revise this Privacy Policy from time to time, in our sole discretion, and the most current version will be made available to you via the Addressfinder website.

Contact Us

If you wish to make an enquiry or complaint in relation to how your information has been handled, please contact Addressfinder via any of the following options.

Australia

Email: support@addressfinder.com.au

Phone: 1800 152 363

Post: c/o Addressfinder Ltd, PO Box 27063, Marion Square Wellington 6141. New Zealand.

New Zealand (or anywhere else in the world)

Email: support@addressfinder.nz

Phone: 0800 142 253

Post: Addressfinder Ltd, PO Box 27063, Marion Square Wellington 6141. New Zealand.