

# Privacy Policy

**Zerite Pty Ltd (36 094 019 057) and PA Services Group Pty Ltd (ABN 690 708 58 945)** provides a large range of products and services to the general public and companies to assist in business processes and everyday general and administrative tasks. The full range of products and services are covered under multiple brands which all fall under this policy – Including Zerite Pro and Zerite Lite Applications.

Zerite Pty Ltd and PA Services Group Pty Ltd regards customer privacy as a critical part of our relationship with our customers. The following privacy policy applies to all Zerite Pty Ltd and PA Services Group Pty Ltd users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact Hugh Tickner at +61 7 30871750.

## Collection and Use of Information

In order to use the Zerite Pty Ltd and PA Services Group Pty Ltd websites, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by Zerite Pty Ltd and PA Services Group Pty Ltd is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

Any details collected from Zerite Pty Ltd and PA Services Group Pty Ltd customers is required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

## Storage of Collected Information

The security of your personal information is very important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. **We never permanently store complete Credit Card details.**

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us for the Zerite product on [admin@zerite.com](mailto:admin@zerite.com) or any other PA Services Group Pty Ltd product at [admin@paservicesgroup.com.au](mailto:admin@paservicesgroup.com.au)

## Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [admin@zerite.com](mailto:admin@zerite.com) or any other PA Services Group Pty Ltd product at [admin@paservicesgroup.com.au](mailto:admin@paservicesgroup.com.au)

## Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, and postal address) and financial information (such as credit card number, expiration date). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

## Communications

Zerite Pty Ltd and PA Services Group Pty Ltd uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us for the Zerite product on [admin@zerite.com](mailto:admin@zerite.com) or any other PA Services Group Pty Ltd product at [admin@paservicesgroup.com.au](mailto:admin@paservicesgroup.com.au).

We will not share your personal information with any other third party that is not our agent/service provide unless you have been notified and have given your consent to share your information.

## Third Parties

Zerite Pty Ltd and PA Services Group Pty Ltd does not share any information with third parties for any unknown or unrelated uses that does not related to providing our service.

If a new third party is added as part of our provision of services you will be notified and approval requested. Example of possible third party providers: Insurance companies to verify insurance certificates.

Your information is just as important to us as it is to you. Zerite Pty Ltd and PA Services Group Pty Ltd does not share any information with third parties for any unknown or unrelated uses.

## Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

## Links

Links on the Zerite Pty Ltd and PA Services Group Pty Ltd websites external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of PA Services Group and Zerite.

## Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.

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Mischelle Tickner  
Operations Director

Hugh Tickner  
Director

**Zerite Pty Ltd**  
**PA Services Group Pty Ltd**  
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