Accelerus XUNO Data and Privacy Policy

Privacy

At Accelerus XUNO, we are committed to protecting your privacy as an online user of our Software. We use the information we collect about you to maximize the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles. Please read our privacy policy below carefully.

You may change your details at any time by advising us in writing via email. All information we receive from our customers is protected by our secure servers which encrypt customer information and are secured against unauthorized use or access.

Storage and security of your school's data

Each school is allocated their own database which is separate from every other school's database. Access to a school's database is granted only through the school inviting a user to access their database and the user providing appropriate credentials. Schools may use the permission settings within the Software to grant and revoke user access to various aspects of the system.

Data contained within a school's database is under the control of the school. Access to such data is managed by the school inviting users to access the database. As such, the use of appropriately secure user names and passwords is vital.

Within a school's database, a school may choose to include data of a personal nature in relation to students, teachers and/or parents. The choice to include such data is made by the school according to the functionality they wish to access within the Software.

Whilst the Accelerus XUNO support staff are able to access the data within school databases, such access is only made for the purposes of providing support or improving the quality of the service we provide. No information from any school's database is ever shared or made accessible outside of the school's own usage of their database.

Physical storage of data

The Websites, (live.accelerus.com.au and xuno.com.au) are hosted on the Microsoft Azure platform inside the Australia South-East data centre in Melbourne. The data remains in that data centre and is not moved to other servers around the world. We reserve the right to create geo-redundant backup of schools' data, but this would only be to the Azure data centre in Sydney.

All Australian Microsoft Azure data centres meet the strictest security standards. Details may be found at https://www.microsoft.com/en-us/TrustCenter/Compliance/CCSL. As always, the weakest link into any system is through insecure passwords and schools must ensure that their staff are aware of and use best practices in password policy.

Ownership of data

The ownership of a school's data remains with the school. Inside the Websites, each school has their own database. Should a school wish to obtain a copy of their database at any time, they may do so by requesting such in writing. There may be a service charge involved should the school no longer be a customer of Accelerus XUNO, or in cases of an extended number of requests.

Storage and security of your information

For the purposes of accessing Websites we store personal user identification data, being a user's name, email address and the name of any schools with which they are associated. A user may be a teacher, parent, student or other person having been granted by a school the right to access the school's database.

Such user data may be used from time to time to send emails to users for the purposes of advising of Website changes, outages, requesting feedback, or marketing of product enhancements and upgrades.

We respect the privacy of our users and will use all reasonable means to protect the confidentiality of personal user data while in our possession or control. We will not share any of your personal data with any third party other than our service providers to assist us in providing the information and/or services we are providing to you.

Cookies

A cookie is a small file placed in your web browser that stores encrypted authentication information and is used to ensure you are authorised to access the Websites. Cookies do not access information stored on your computer or any personal information (such as. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This will, however, prevent you from being able to access the Websites.

Our Websites use cookies only for the purposes of authentication and security and not for any advertising or tracking purposes.

Disclosure of your information

We may be obligated to disclose certain information, which may include your personal data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your personal data to protect the rights, property or safety of our Websites, our customers or third parties.

If there is a change of control in one of our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include personal data, may only be disclosed under a legally binding confidentiality agreement which is at least as stringent as our own privacy policies.

Third parties

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of our Websites, our customers or third parties or if required by law.

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services.

Security

We strive to ensure the security, integrity and privacy of personal information submitted to our Websites, and we periodically update our security measures in light of current technologies.

Links

Our Websites may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our Websites, to read the privacy statements of each and every other website that collects personally identifiable information. This privacy policy applies solely to information collected by Accelerus XUNO websites.

Change in privacy policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. 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 Websites. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us at support@accelerus.com.au and we will respond within 48 hours.

Semaphore Consulting Pty Ltd is the owner of Accelerus and XUNO brands