Zeniar
Perth, Western Australia, Australia
ABN 57295582608

Privacy Policy

Zeniar regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Zeniar users, and conforms to Internet privacy standards and applicable Australian privacy legislation, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

If you have questions or concerns regarding this statement, you should first contact us at privacy@zeniar.com

Collection of Information

In order to use the Zeniar website and services, 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 Zeniar is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

Zeniar's services are intended for use by individuals who are 18 years of age or older. We do not knowingly collect personal information from anyone under the age of 18. If we become aware that we have inadvertently collected personal information from a minor, we will take steps to delete that information promptly. If you believe we have collected information from a minor, please contact us at privacy@zeniar.com

Use of Collected Information

Any details collected from Zeniar 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.

We use customer information to notify customers of system and service-related issues including: system upgrades, scheduled maintenance, network downtime, newly added services or features and any other communication deemed relevant to the continuance of our service.

We do not sell or rent customer information to any source.

Storage of Collected Information

The security of your personal information is important to us. All pages of our website are served over encrypted HTTPS connections. When you make a payment, your card details are submitted directly to our payment processors (Stripe or PayPal) and are never transmitted to or stored on Zeniar's servers. Zeniar does not collect, handle, or store full payment card numbers at any point.

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 at privacy@zeniar.com

Third-Party Service Providers

Zeniar may at its discretion use third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. Zeniar does not share any information with third parties for any unknown or unrelated uses.The following vendors may receive or process your personal information as part of providing our services:

Stripe — Payment processing. Your payment card details are submitted directly to Stripe and are subject to Stripe's Privacy Policy. Zeniar does not store full card details.

PayPal — Alternative payment processing. When paying via PayPal, your information is subject to PayPal's Privacy Policy.

TPP Wholesale — Domain name registrar partner. When you register, transfer, or renew a domain name through Zeniar, your registrant details (name, address, email, and phone number) are submitted to TPP Wholesale for processing with the relevant domain registry. This data is subject to TPP Wholesale's privacy policy and the applicable registry's WHOIS policies.

WHMCS — Billing and customer management platform used to manage your account, invoices and support tickets.

WebPros / Plesk — Hosting control panel software deployed on Zeniar's own infrastructure. Your account credentials and hosting configuration data are managed through Plesk, which runs on servers owned and operated by Zeniar.

ClickSend — Transactional SMS and email communication platform used to send service notifications and alerts.

Amazon Web Services (AWS) — Used exclusively for offsite backup storage. Backups are encrypted at all stages, both in transit and at rest, and are stored solely within AWS storage infrastructure located in Australia. No other customer data is processed or stored on AWS.

Apple — Where applicable, Apple Pay may be used as a payment method, subject to Apple's Privacy Policy.

All third-party vendors are required to handle your information in accordance with applicable privacy laws. Where vendors are located outside Australia, Zeniar takes reasonable steps to ensure those parties provide a comparable level of data protection in accordance with the Australian Privacy Principles (APP 8).

Access to Collected Information

Under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, you have the right to access the personal information we hold about you and to request corrections where that information is inaccurate, out of date, incomplete, irrelevant or misleading. 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 privacy@zeniar.com

We will respond to access and correction requests within 30 days. If we are unable to provide access or make a correction, we will explain why in writing.

Communications

Zeniar uses personally identifiable information for essential communications, such as emails, account information, and critical service details. These communications are necessary for the provision of our services and are sent on the basis of our contractual relationship with you.

We may also send promotional emails from time to time where you have provided express consent, or where we may reasonably infer consent based on your existing customer relationship, in accordance with the Spam Act 2003 (Cth). If at any time you wish not to receive promotional correspondence, you may opt out by emailing privacy@zeniar.com or by unsubscribing via the link in any promotional email, or through your billing account.

You will be notified when your personal information is requested by any third party that is not our agent/service provider, when possible, so you can make an informed choice as to whether or not to share your information with that party.

Legal Disclosure

As required by law, we will disclose customer information such as name, address, IP, contact details, or bring legal action against persons causing harm or interfering with the rights or property of Zeniar, our customers, or others.

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.

Data Breach Notification

Zeniar complies with the Notifiable Data Breaches (NDB) scheme under Part IIIC of the Privacy Act 1988 (Cth).

In the event of an eligible data breach that is likely to result in serious harm to any individuals whose information is involved, Zeniar will:

- Notify the affected individuals as soon as practicable.
- Notify the Office of the Australian Information Commissioner (OAIC).
- Provide details of the breach, the information involved, and recommended steps for affected individuals to take.

If you believe your information has been compromised, please contact us immediately at privacy@zeniar.com

Retention of Information

We retain your personal information only for as long as is necessary for the purposes for which it was collected, or as required by law. Account information is retained for a period of 7 years following the closure of your account for legal, tax and accounting purposes. Support correspondence and service logs are retained for a period of 3 years. You may request deletion of your personal data at any time, subject to any legal obligations we may have to retain certain records.

Cookie Policy

Zeniar's website uses cookies and similar tracking technologies to operate and improve our services. Cookies are small text files placed on your device when you visit our website.

We use the following types of cookies:

- **Essential cookies:** Required for the website to function correctly, including session management, security, and account authentication. These cannot be disabled without affecting core functionality.
- **Analytics cookies:** Used to understand how visitors interact with our website, including pages visited and time spent. This helps us improve our services.
- **Third-party cookies:** Some of our vendors and embedded services (including those listed under Third-Party Service Providers above) may set their own cookies when you interact with their services on our website. These cookies are subject to the respective vendor's privacy policy.

You can control and manage cookies through your browser settings. Please note that disabling essential cookies may affect the functionality of the Zeniar website and your ability to access account features. By continuing to use our website, you consent to our use of cookies as described in this section.

Complaints

If you believe Zeniar has breached the Australian Privacy Principles or your privacy rights, you may lodge a complaint with us at privacy@zeniar.com. We will acknowledge your complaint within 5 business days and endeavour to resolve it within 30 days.If you are not satisfied with our response, you may refer the matter to the Office of the Australian Information

Commissioner (OAIC) at www.oaic.gov.au.

Links

Links on the Zeniar site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of https://zeniar.com

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. 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.

END OF DOCUMENT