

Prolan Pty Ltd – Privacy Policy

Version: 1.1

Effective Date: 22/4/2024

1. Introduction

Prolan is committed to protecting your privacy and handling your personal information in an open and transparent manner. This Privacy Policy outlines our practices regarding the collection, use, protection, and disclosure of your information through your interaction with our website and services.

2. What does this Privacy Statement cover?

This Statement explains how we collect, handle, store and protect personal information when:

- We provide professional services to our clients
- You use “this Website” or
- We perform any other activities that form part of the operation of our business.
- Pages accessed using the prolan.com.au and, pages that link directly to this privacy statement

3. Information We Collect

a. Personal Information

We collect personal information that identifies an individual, which includes:

- Names
- Email addresses
- Phone numbers

b. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance user experience, gather usage data, and optimize our website functionality. This includes analyzing how our site is used, managing the content you view, and improving site navigation.

4. How We Use Your Information

We use the information we collect to:

- Respond to your inquiries
- Provide and enhance our services to you
- Conduct marketing and promotional efforts
- Analyse website usage and trends

5. How We Protect Your Information

We are dedicated to securing your personal information and take robust measures, including:

- Staff training on privacy and security
- Administrative and technical controls to limit access to your information
- Physical and technological measures such as firewalls, encryption, and anti-virus software

6. Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including:

- With your consent
- As required or authorized by law

7. Access and Correction

You have rights to access and correct the personal information we hold about you. Requests can be made through the contact details provided below.

8. Changes to This Policy

This Privacy Policy may change to reflect new legal requirements or changes in how we manage personal information. Updates will be posted on our website.

9. Contact Us

For any queries or complaints about our privacy practices, or to access your personal information, please contact us at:

info@prolan.com.au