StairBiz Software Privacy Policy for Customers (01-Apr-2023)

We are committed to protecting your privacy. This privacy policy will explain how STAIRBIZ uses the data we collect from you.

We may have access to information about:
1) You as our potential customer.
2) You as our customer.
3) Your business' methods and projects as a part of your installation, training and use of our software.

This Privacy Policy covers information about you as a potential customer or customer. For Item #3 (above) or other privacy concerns please contact StairBiz Software for additional documentation.

Topics:
- What data do we collect?
- How do we collect your data?
- How will we use your data?
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
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- How to contact us

What data do we collect?

If you are a potential customer, and you make an enquiry to us either through our website or in some other way, we may collect the following information to provide you with the service you have requested:

- your name and business name
- business address
- phone number
- email address

If you are a customer, we may, in addition, collect and store the following information to provide you with the service you have requested:

- name, phone number and company email address of each user who interacts with StairBiz Support
- your usernames and passwords to access your StairBiz accounts

We have a secure debit/credit card payment facility built into our website. This payments gateway is entirely managed by our third-party eCommerce provider (eWay, a leading global payment gateway) and we do not have access to any card information you may provide.

There may be cases where you ask us to set up a periodical payment for you. This may only be done by phone. In such cases we enter the banking information you provide directly into the secure web portal of our eCommerce provider – we do not record or store this information.

How do we collect your data?

We collect only data you provide us directly (with the possible exception of your business address, which we sometimes get from your website). We collect data and process data when you:
- Voluntarily submit your contact information to avail of our services
- Register as a user of STAIRBIZ

How will we use your data?

STAIRBIZ collects your data so that we can:
- Respond to your direct enquiries
- Create relevant STAIRBIZ user accounts
- Manage your STAIRBIZ accounts and licenses.
- Email you with notifications relevant to your current use of StairBiz

We will not e-mail you unless you have given us your consent.
We will give you the chance to unsubscribe from any marketing emails we send you.
We do not give your information to any third party under any circumstances.

How do we store your data?

To securely store your data we use 3rd-party providers of enterprise-level cloud services who are generally recognized as being among the industry leaders (currently Microsoft Azure cloud services).

We endeavor to use industry best-practice in our storage and transfer of your data, including the encryption of data held in our cloud databases.

We do not store your bank/credit card information, however, it may be stored by our eCommerce provider which utilizes bank-level security and fraud protection.

What are your data protection rights?

You have the right to request STAIRBIZ to …
- provide copies of your personal data
- correct any information you believe is inaccurate, and
- erase information which is not currently pertinent to our current business relationship.

The following relates to our StairBiz website:

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our website, we may collect information from you automatically through cookies or similar technology.
For further information, visit https://allaboutcookies.org/

How do we use cookies?

STAIRBIZ uses cookies to improve your experience on our website, including:
- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are number of different types of cookies, however, our website uses:
- Functionality – STAIRBIZ uses these cookies so that we recognize you on our website and remember your previously selected preferences.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Independent sales and support agents

We do not routinely use independent sales and support agents for StairBiz. In cases where you interact with us through such an agent, you should also refer to that agent's Privacy Policy.

Changes to our privacy policy

STAIRBIZ keeps its privacy policy under regular review and places any updates on this webpage.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, you may contact us at ...

Email: admin@stair.biz
Call us: +61 411046199