

Privacy Policy

Privacy Policy

Formation Technology is committed to providing quality services to our clients and their users. This policy outlines our ongoing obligations in respect of how we manage personal information within the scope of our software services.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). These principles govern the way in which personal information is collected, used, disclosed, stored, secured, and disposed of.

A copy of the Australian Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at <https://www.oaic.gov.au>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone numbers, employment details, banking and taxation information.

Formation Technology does not collect personal information directly from end users. Instead, our clients—who use the Formation CRM software platform—collect and manage personal information from their users. In some cases, Formation Technology may process or store this data on behalf of our clients, strictly in accordance with contractual obligations and applicable privacy laws.

We do not use personal information for our own purposes, except where necessary to provide technical support or maintain system integrity, and only under the direction of our clients. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Sensitive Information

Sensitive information includes details such as racial or ethnic origin, political opinions, religious beliefs, trade union membership, criminal records, or health information.

Formation Technology does not collect sensitive information directly. If our clients collect such data through our platform, it is their responsibility to ensure appropriate consent and compliance with the Privacy Act. Any handling of sensitive information by Formation Technology is done solely on behalf of our clients and in accordance with their instructions.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Formation Technology does not collect personal information from third parties for its own use. However, our clients may integrate third-party services into the Formation CRM platform. In such cases, users should refer to the privacy policies of those third parties.

Disclosure of Personal Information

Formation Technology does not disclose personal information to third parties except:

- Where required to provide technical support or system maintenance under client instruction;
- Where required or authorised by law.

All personal data held by us is stored and managed within Australia.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, and we are directed to by our client, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

As Formation Technology does not collect personal information directly, requests to access or correct personal data should be directed to the relevant client organisation using the Formation CRM platform.

Maintaining the Quality of your Personal Information

Formation Technology does not manage the accuracy of personal information collected by our clients. We encourage users to contact the relevant client organisation to update or correct their personal data.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

1A Cromwell St, CAULFIELD NORTH VIC 3161

[Formation Technology - Contact Us](#)

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