



## Monkey Software Data Security Policy Updated 27/09/2024

### 1. Introduction

Monkey Software is committed to ensuring the security and protection of the personal data that we process, and to provide a compliant and consistent approach to data protection. This policy outlines our approach to data security and the measures we have implemented to protect the data of our users.

### 2. Scope

This policy applies to all employees, contractors, and third-party service providers who have access to Optomate.Net data. It covers all data processed within the Optomate.Net application, hosted on the Microsoft Azure platform.

### 3. Data Protection Principles

We adhere to the following data protection principles:

- **Lawfulness, Fairness, and Transparency:** Data is processed lawfully, fairly, and in a transparent manner.
- **Purpose Limitation:** Data is collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- **Data Minimisation:** Data is adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- **Accuracy:** Data is accurate and, where necessary, kept up to date.
- **Storage Limitation:** Data is kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data is processed.
- **Integrity and Confidentiality:** Data is processed in a manner that ensures appropriate security, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

### 4. Security Measures

To ensure the security of data processed within Optomate.Net, we have implemented the following measures:

- **Access Control:** Access to data is restricted to authorised personnel only. Role-based access controls are in place to ensure that users only have access to data necessary for their role.

- Encryption: Data is encrypted both in transit and at rest using industry-standard encryption protocols.
- Regular Audits: Regular security audits are conducted to identify and address potential vulnerabilities.
- Incident Response: A robust incident response plan is in place to address any data breaches or security incidents promptly.
- Training: Regular training is provided to all employees on data security best practices and their responsibilities under this policy.

## **5. Data Subject Rights**

We respect the rights of data subjects and ensure that they can exercise their rights under applicable data protection laws. These rights include:

- Right to Access: Data subjects can request access to their personal data.
- Right to Rectification: Data subjects can request correction of inaccurate or incomplete data.
- Right to Erasure: Data subjects can request deletion of their personal data.
- Right to Restrict Processing: Data subjects can request restriction of processing of their personal data.
- Right to Data Portability: Data subjects can request transfer of their personal data to another service provider.
- Right to Object: Data subjects can object to the processing of their personal data.

## **6. Compliance and Monitoring**

We regularly review and update our data security practices to ensure compliance with applicable laws and regulations. Monitoring and auditing processes are in place to ensure adherence to this policy.

## **7. Contact Information**

If you have any questions or concerns about this Data Security Policy, please contact us at 1300 650 295 or NZ 0800 666 539 or email [support@monkeysoftware.com.au](mailto:support@monkeysoftware.com.au).