

QR2id Service | Privacy Policy

Your Privacy

QR2id® is an initiative of Amtac Professional Services Pty. Ltd. ("Amtac") ABN 48 060 336 870. At Amtac we take your privacy extremely seriously and are not only committed to meeting all our regulatory obligations, but also ensuring that we deliver [secure services](#) our clients can continue to trust unreservedly.

Privacy regulations may vary between jurisdictions, so if you have any concerns or questions, please do not hesitate to contact us by email at info@QR2id.com or by telephone on (07) 3380 4678 [Within Australia] / Int+ 61-7-3380-4678.

Our Commitment

Amtac has been developing and hosting web and database applications for clients for almost fifteen years, with each application having specific information security and privacy demands. We have never breached the trust placed in us by our clients and it is our commitment to you that we never will. Click on one of the links below to download a copy of a testimonial from a client.

- [DRUG ARM](#)
- [Royal Flying Doctor Service](#) (Queensland)

The following paragraphs explain in general terms how we protect the privacy of personal information; however it may be collected.

Collecting information

As this is a dynamic facility involving opportunities to add data, upload files, and contribute information, the types of personal information that we collect from you will vary. For example, to create a QR2id Account and in some other instances it may be necessary to obtain details such as your name, address, contact telephone numbers, email address, and other relevant information. In other instances, only non-identifying data may be collected, such as in anonymous survey responses.

Amtac may collect information when you contact us in person or by telephone, forward correspondence or forms (whether by browser, letter, fax or email), or visit web sites/portals maintained by Amtac. Due to the nature of the services provided to our clients, Amtac may also collect information from a third party. For example:

- from authorised parties updating information on your behalf, or otherwise involving you, or
- from other parties wishing to provide you with access to, or benefits associated with this web site.

It is a fundamental privacy principle that your consent is required for the collection of "sensitive information". Given that the transfer of information to us requires your active participation, we quite reasonably assume that you have consented to the collection of all information which is provided for use in accordance with this Statement, unless you advise us otherwise.

Providing information anonymously

In some circumstances you may provide information anonymously, where it is lawful and practicable to do so. For example, some services on this portal may include provision for making contributions anonymously, such as through surveys. In such cases, no attempt is made at all to identify you or the computer you are using, and no information is collected electronically other than that provided by you through the forms you complete.

Internet based information

Notwithstanding the circumstances regarding anonymous contact with Amtac, our computers may automatically collect certain information

that is necessary to provide functionality of the site or is required for security purposes to protect the operation of the site and information that may be accessed via this portal. In general terms, the following information may be collected:

- the date and time of your visit to the site;
- the type of web browser, operating system and device you have used (e.g., iPhone, Android, etc.);
- the time it took for particular pages to load;
- the IP (Internet Protocol) address of the machine you are using (or NAT gateway);
- the Login you have used to access the portal;
- the domain name of your server;
- the pages accessed and documents downloaded; and in some cases;
- the previous site visited before clicking on a link to this portal.

This web site may use Cookies for the purposes of facilitating the simple operation of the site and for security purposes. Cookies are not used to collect information but may be used in support of managing your session and some actions such as submitting, editing, or deleting records.

It should be noted that Cookies placed by Amtac can only be read by our servers. For more information on Cookies see the links provided on this page.

Where we detect or suspect unauthorised attempts to access, tamper or otherwise interfere with files published on our web sites/portals, or to manipulate or compromise data stored via those sites, we will use all resources at our disposal to collect such information that may be relevant to support an investigation of any such incident. Information relating to any such matter or other attempt to compromise the integrity or security of our servers will be provided to law enforcement authorities in the manner prescribed by law.

3rd Party access to information

The QR2id Service provides you with the facility to share with others and display information that you nominate through your QR2id Account. With the noted exception of the settings you apply in your own QR2id Account, and unless compelled to do so by law, Amtac will not share any personal information about you or provided by you to any third party.

Where you nominate that certain information is available only to authorised emergency services personnel, we validate requests for that information by checking that the domain used in the requesting officer's email address is registered to a bona fide emergency services agency/organisation. A copy of the email that is sent in response to all such requests will be sent to the registered email address for your account, and details of the requests will be visible in your QR2id Account.

When a QR2id Code is scanned

The information that is displayed and actions that can be taken when a QR2id Code is scanned are controlled by the owner of that code. Each and every time one of your QR2id Codes is scanned or the QR2id Code decoded via the QR2id.com website, this action is logged with the time/date and IP address recorded. You can review this information by logging into your QR2id Account.

If at any time you are concerned that the QR2id Service is being misused in relation to your QR2id Codes, please report it immediately to abuse@QR2id.com.

Fundraising/Distribution Partners

Where you use a coupon/voucher to purchase your QR2id Account, the Fundraising Organisations or Partner where you obtained the coupon/voucher will be advised that you have taken up the QR2id subscription. They DO NOT have access to any information in your QR2id Account. They will be able to see your name and email address listed in the summary details related to their commission and may contact you to confirm your satisfaction with the QR2id Service and for general support purposes. If at any time you wish to be disassociated with your initial QR2id Partner, please contact us and we will do so immediately. At that time your name and email address will no longer be visible to that QR2id Partner.

Protecting information

At Amtac we take the security of information very seriously and employ a range of strategies to minimise the risk of compromise of information it stores on paper and in computer files.

We maintain information on our own servers and do not relay on any 3rd parties for data storage. Access to the raw data is restricted to a limited number of Amtac staff for the purpose of providing services. All staff are required to sign and abide by a Confidentiality Agreement which embodies Privacy Principles and imposes heavy sanctions for breaches of those principles. All sensitive information is stored in an encrypted format and cannot be accessed directly from the tables.

Login, Password, or other access codes are used to control access to your personal information to ensure that it is protected in accordance with privacy principles.

Some of the strategies employed by Amtac to safeguard information include:

- data replication and backup policies and practices;
- document and backup storage security policies;
- physical security measures;
- confidentiality requirements for Amtac employees and contractors;
- electronic security systems, including CCTV, alarm systems and access control;
- identification protocols;
- firewalls and data encryption.

Your access to information

As a fundamental principle, you can access and update the information you upload to QR2id by logging into your account.

Subject to exceptions permitted by law, you can gain access to any other information concerning you that is held by Amtac. Those factors affecting your rights to access such information include situations where access would:

- be unlawful;
- prejudice investigations or civil or criminal legal proceedings;
- pose a serious threat to the life or health of any individual;
- have an unreasonable impact on the privacy of others;
- affect a commercially sensitive decision making process.

Access may also be denied in cases where:

- the nature of access required is contrary to the lawful policy of the client for whom the information is held;
- denying access is required or authorised by or under law;
- the request is frivolous or vexatious.

To request access to information other than that available through your QR2id Account, please contact us with details of your request. In the rare event that we need to deny access, full reasons for such denial of access will be given.

External Links

As part of this service, we may provide links to external web sites. It should be noted that Amtac has no control over the privacy policies or procedures of those web sites. To ensure that your privacy is protected, we recommend that you review the privacy policies of all Internet sites that you visit.

Maintaining accuracy

It is important that information is accurate, complete and up-to-date. Amtac takes reasonable steps to make sure this is the case, including regular contact with the sources of that information. If you believe your personal information is not accurate, complete or up-to-date, please make the corrections through your QR2id Account, or contact us (info@QR2id.com).

Keeping this policy current

This Privacy Statement may be amended if there is any requirement to do so through changes in the law or variation in operational demands dictate such changes. All changes to this Privacy Statement will be updated on this site and we recommend that you visit periodically to ensure that you have our most current privacy statement.

If you have an issue or concern

If you have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used, please contact us (alert@QR2id.com) with the details and we will respond as soon as possible.

Handy Links

- On QR2id.com
 - [Security and Protection](#)
 - [About Amtac](#)
 - [QR2id Terms and Conditions](#)
 - [Information for Emergency Services](#)
- Information about Privacy
 - [Australian Information Commissioner](#)
 - [Privacy Commissioner - Australia](#)
 - [Privacy Commissioner - New Zealand](#)
- Information about Cookies
 - [Apple](#)
 - [Microsoft](#)
 - [Wikipedia](#)