**PRIVACY POLICY**

Last Updated: 07/11/2023.

This Privacy Policy (“Policy”) explains the information collection, use, and sharing practices of ENcode (“we,” “us,” and “our”).

Unless otherwise stated, this Policy describes and governs the information collection, use, and sharing practices of ENcode with respect to your use of our website (www.encodesoftware.com.au) and the services (“Services”, “eCarnival”) we provide and/or host on our servers.

Before you use or submit any information through or in connection with the Services, please carefully review this Privacy Policy. By using any part of the Services, you understand that your information will be collected, used, and disclosed as outlined in this Privacy Policy.

If you do not agree to this privacy policy, please do not use our Services.

## Our Principles

ENcode has designed this policy to be consistent with the following principles:

* Privacy policies should be human readable and easy to find.
* Data collection, storage, and processing should be simplified as much as possible to enhance security, ensure consistency, and make the practices easy for users to understand.
* Data practices should meet the reasonable expectations of users.
* Data practices will comply with Data Sovereignty laws governing Western Australia.

## Information We Collect

We collect information in multiple ways, including when you provide information directly to us; when we passively collect information from you, such as from your browser or device; or from third parties.

Our website does not passively collect any information about you, nor is there any ability to provide information directly to us via our website.

### Information You Provide Directly to Us

To provide the functionality included in our Service, eCarnival, we require some basic student information be imported into the software, which is then stored on school-hosted servers only:

First name, last name, gender, year group, and house.

If you contact us for support or to provide feedback, ENcode may also collect data about you including your name, phone number and email address.

As part of the registration for eCarnival, ENcode will request your school’s name as well as student numbers.

### Information Passively Collected

### To provide a reliable licensing system, ENcode will collect data about the server that the software is running on to validate the license. This data includes:

### Server hostname.

### Information from Third Parties

We may collect information about your school’s student numbers from third parties, usually from the det.wa.edu.au website.

## How We Use Your Information

Student data in eCarnival is used only to associate students with their results in the sports carnival, and to ensure that they are only scored against their peers in the same gender and year group, with points contributing to their house.

Your name, phone number and email address will only be used for return contact in the case of customers support requests or feedback on our Services.

Information about the school, including school name, student numbers, and the hostname of the server running the eCarnival software, are only used to register your installation of eCarnival and validate your license during registration, and when users log in.

## Data Storage

Student data in eCarnival is stored in a database hosted on school servers. This data is not transferred outside of the school for any processing or other use.

## Data Security

Student data in eCarnival can be downloaded from the software as a database backup file. This backup can only be performed by authorised administrators of the software and is securely downloaded to the device they are currently using.

## Data Custodianship

ENcode would like to emphasise that all student data collected and stored by the eCarnival software is hosted only on the school site and is therefore under the sole custodianship of the school. ENcode does not have any external access to this data and is not responsible for, and cannot be held responsible for, ensuring that data is backed up and that the server on which the data is hosted is securely configured to prevent unauthorised local or remote access. It is also the responsibility of schools to ensure that backups of this data are securely stored and accessible only by authorised persons.

## Questions About this Privacy Policy

If you have any questions about this Privacy Policy or our privacy practices, you can contact us at: ettienne@encodesoftware.com.au