



Privacy Policy

This privacy policy was last amended on 10 May 2024

Systems368 (Australia) Pty Ltd understands the importance people place on their personal information collected by us being treated with the appropriate degree of privacy and confidentiality.

You will be referred to throughout this Privacy Policy as ("**you**" or "**your**"). Systems368 (Australia) Pty Ltd ACN 164 644 179 will be referred to throughout as Systems368 or ("**us**", "**we**" or "**our**").

This privacy policy is intended to provide you with a general explanation of how we may collect, store, use and disclose your personal information. This Privacy Policy should be read in conjunction with any other terms and conditions that appear in or are linked to System368's website and will be reviewed and updated from time to time to ensure that it reflects our current information handling practices and any relevant legislative changes. Systems368 reserves the right to amend this privacy policy at any time, with such amendments to take effect from the date of publication of the amended policy on our website (<https://systems368.com/>).

If you do not agree with this Privacy Policy, do not access or use our products, or access any service or website of Systems368 (collectively "**Services**") or interact with any aspect of Systems368.

1. Collection of information:

We may collect personal information that is reasonably necessary for, or directly related to, one or more of our Services or activities; or because it is required under relevant law or regulation.

The type of personal information we may collect includes:

- (i) Personal information - including your name, address, IP address, telephone number, email address, social media details, occupation, information about your company or business;
- (ii) IP address and the date and time of your access to our website; and



- (iii) Communications from you including survey responses, testimonials, feedback or complaints.

2. How we use your information:

The purpose for which we collect personal information is to provide you with our Services.

We will collect and hold your personal information in the following circumstances:

- (i) to provide you the Services;
- (ii) where necessary for the purposes of the legitimate interest of our business specifically, legitimate interest in providing the Services and helping improve performance of the Services;
- (iii) to communicate with you, including sending statements and invoices, communications, news, alerts and marketing communications;
- (iv) to deal with enquiries and complaints made by you relating to our products and services;
- (v) to address your questions, issues and concerns;
- (vi) to determine products and services that may be of interest to you and to send you news alerts and marketing communications in accordance with your marketing preferences;
- (vii) to analyse our products and services and customer needs with a view to developing new or improved services;
- (viii) with your consent; and/or
- (ix) because disclosure or use is required or authorised by law. Your personal data may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

When marketing to you, your personal information may be used or disclosed for our own purposes. You may opt out of our direct marketing to you. Our direct marketing materials will explain how you can do this.



3. Storage of information:

We may store your information in hard copy or electronic format and keep it in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers.

We process personal information on our servers in Australia, and you consent to your personal information being processed and stored in that location.

We use industry standard organisational and technical measures to secure the storage of your information. Systems368 places a high priority on safeguarding your information and employs appropriate measures to maintain the confidentiality and security of all information gathered via our Services.

4. Internet users:

If you access our website or social media sites, we may collect additional personal information about you including but not limited to your name, intellectual property address and domain name. Our website uses cookies and other tracking technologies. The main purpose of cookies is to identify users, to prepare customised web pages tailored to them, and to improve the functionality of our Services. Cookies do not identify you personally, but they may link back to a data base record about you. We use cookies to monitor usage of our website and to create a record of when you visit our website and what pages you view so that we may serve you more effectively. If you would not like to accept cookies, you may refer to your device's technical information for instructions on how to delete and disable cookies and/or tracking technologies. In rejecting cookies on our website, features of our Services may be disabled.

5. How we deal with unsolicited information:

Sometimes we receive unsolicited information from individuals or from other sources. If we determine that we could not have collected the information for one or more of our functions or activities, we will take reasonably practicable steps to de-identify or destroy the information. Alternatively, we will take reasonable steps to protect the information from misuse or unauthorised disclosure. Disclosure of unsolicited information we hold may be carried out where required or permitted by law.



6. Third Parties

Our website and Services may contain links to other websites. You should review the privacy policy of the other websites as we are not responsible for the privacy practices of third-party linked websites.

We may collect personal data about you from third-party sources from time-to-time, such as publicly available materials or information and data from our marketing partners. This information is used to better supplement our services to ensure we can personalise and improve our offerings to you, whilst also giving us a method to validate any personal information we hold.

Additionally, we use software and services to track activity on our website for marketing purposes. This includes, but is not limited to, the tracking of inbound telephone calls and emails made through the website, and the tracking of movement on our website for marketing purposes.

7. Security of your information

We take appropriate security measures to protect against unauthorised access to or unauthorised alteration, disclosure or destruction of your personal information. These measures may include internal reviews of our data collection, storage and processing practices and security measures, including appropriate encryption and physical security measures to guard against unauthorised access to systems where we store personal information.

We do not guarantee or warrant that these security measures will prevent any unauthorised access to or unauthorised alteration, disclosure or destruction of the data. We disclaim all liability in relation to any unauthorised access, alteration, disclosure or destruction of data that is outside our reasonable control.

You are responsible for keeping your unique password and account details confidential and for managing access to your Systems368 account at all times.

Changes to the functionality of third-party applications and services integrated with Systems368 Services, like social networks, may also impact your privacy settings. We assume no responsibility for the functionality or security measures of third-party applications.



We will notify you within 72 hours and without undue delay of any:

- (i) actual breach of security, which when reasonably suspected poses a risk to the security, confidentiality or integrity of your personal information; or
- (ii) actual unauthorised access of any personal information; or
- (iii) which is likely to result in a high risk to your rights and freedoms.

8. Protection of your information

You are not obliged to provide us with your personal information, however not all our services or functions on our website will be available to you if you do not allow us to collect this personal information.

You have the right to request access to your personal information and to request that we correct any inaccurate personal information.

You also have the right to request that we not sell, release, disclose or transfer your personal data. In some circumstances, you may also restrict or object to the processing of your personal data.

You may also request the deletion of your personal data.

If you would like to request such access, correction, deletion or restriction, please contact us the address as set out below.

9. Sale of the business:

If System368 merges with, or is acquired by, another business, or sells all or a portion of its assets, your personal information may be disclosed to our advisers and any prospective purchaser's adviser and may be among the assets transferred. However, personal information will always remain subject to this Privacy Policy.

10. Accessing your personal information:

You can request that we provide you with access to information we hold about you. You can contact us by submitting a request in writing to the address below. If we are able to, we will action your request within a reasonable time frame following receipt of your request. This may be for the purpose of accessing your information, deactivating your account, deleting your information, requesting that Systems368 stops using your



information, opting out of communications and targeted advertising, or turning off cookie controls.

We may decline any of the above requests regarding personal information in circumstances prescribed by the Privacy Act as amended from time to time. If complying with your request for access or amendment requires considerable time and expense on our part, we may charge you a reasonable fee for providing you with information. If we are unable to agree to your request, we will provide you with an appropriate explanation.

11. Correcting your personal information:

You can request that we correct any personal information we hold about you, that is out-of-date, incorrect, incomplete, or misleading. You can contact us by submitting a request in writing to our email address as set out below. If we can, we will action your request within a reasonable time frame following receipt of your request. We may decline a request to correct the personal information in circumstances prescribed by the Privacy Act as amended from time to time.

12. Contact us about your privacy:

If you require further information about this Privacy Policy, System368's management of your personal information, or if you think we may not have complied with any aspect of this Privacy Policy, please contact us at the address set out below:

Physical address: 230 Versedale Scrub School Rd, Veresdale Scrub, QLD, 4285

Email address: privacy@systems368.com

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner on 1300 363 992.

13. Jurisdiction:

This Privacy Policy is subject to the laws of Queensland, Australia. You submit to the exclusive jurisdiction of the courts of Queensland, Australia. This applies regardless of your location when accessing our website, Services, or website content.