



Ultradata's Commitment to Privacy

At Ultradata we recognise that your privacy is very important to you – it is to Ultradata as well. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. Ultradata is bound by, and committed to supporting, the thirteen Australian Privacy Principles (**APPs**) set out in the Privacy Act 1988 (Cth) (**Privacy Act**). The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed. This policy explains the type of personal information that we may collect and hold, how that information is used and shared. It also sets out how you can contact us if you have any queries or concerns about this information.

What is personal information?

For the purposes of this Privacy Policy, personal information is information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

What kinds of personal information does Ultradata collect and hold?

The first step in managing the security of personal information is to ask whether the collection of personal information is reasonably necessary to carry out the functions or activities of Ultradata's business. Ultradata does not accept copies of client databases, universe accounts or transmission by clients of other forms of customer data unless the personal information has been obfuscated prior to receipt.

However, in some circumstances Ultradata may have access to personal information collected by our clients from their customers, employees and suppliers. In these circumstances, the personal information which we may have access to may include information such as a customer's name, contact details, date of birth and relevant financial information.

Ultradata may also have access to personal information about our clients, suppliers, contractors and job applicants. This may include a person's personal details, information about their employer and contact information.

Why does Ultradata collect personal information?

The main purpose for accessing this personal information is to enable Ultradata to provide technical support services to our clients and to carry out testing in relation to the products that we offer to our clients.

Ultradata will only have access to personal information about you that is reasonably necessary for one or more of our functions and activities. We will only obtain personal information about you by lawful and fair means, without being unreasonably intrusive. Once we hold any personal information we will take reasonable steps to keep it accurate, complete and up to date.

You may choose not to identify yourself or provide personal information when dealing with us. However, failure to provide access to such information may mean that we are unable to provide comprehensive services to our clients.

Use & Disclosure of Personal Information

Ultradata may use and disclose your personal information for the primary purpose for which it was collected as set out above, except:

- where you consent to us using it for another purpose;
- where the other purpose is related to the main purpose and you would assume we would use it for that other purpose;
- when it is permitted by law; and
- when we believe it is necessary for health or public safety.

In order to fulfill the purposes set out above we may provide access to your personal information to third parties with whom we have a business relationship, such as our professional advisers, related companies, external service providers that provide services to us and suppliers of third party software which is used in conjunction with Ultradata's products. You consent to the disclosure of your personal information for those purposes.

Where you provide us with unsolicited personal information, we may choose to destroy this information if we consider it is not relevant or otherwise not required to be retained by us in accordance with the law.

Access to and Correction of Personal Information

You may access the personal information Ultradata holds about you subject to certain exceptions under the APPs. If you wish to access your personal information, please contact us in writing. Any charge we make for providing access will be reasonable.

We endeavor to ensure that the personal information we hold about you is accurate, complete and up to date. Please contact us in writing if you believe that the information we hold about you requires correction or is out of date.

In order to protect your personal information we may require identification from you before releasing the requested information.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained and we are no longer legally required to retain it, we will take reasonable steps to destroy or permanently de-identify the personal information.

Cookies

When you visit our website, details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used for statistical purposes and as such cannot identify you individually.

We may use cookies to identify your browser so that next time you visit our website we remember your log in details. A cookie is a small file which remains on your computer and contains information enabling our website to recognise your browser. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify you when they are being used.

Sending Data Overseas & Third Party Websites

Ultradata may disclose your personal information to our related companies that are based overseas solely for the purposes set out in this policy. Our main business locations are in Australia, but some of our related companies may be based in other countries from time to time.

Ultradata's website contains a number of links to other websites, including the websites of our commercial partners. When this occurs be sure to check the privacy policies of those websites, as we are not responsible for privacy practices of those other parties.

Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the website of the Office of the Australian Information Commissioner as set out below.

Acceptance and Changes to Security and Privacy Statement

You acknowledge and accept that your use of the Ultradata website indicates your acceptance of the Ultradata Privacy Statement.

This is the current Ultradata Privacy Statement. It replaces any other Privacy Statement for the Ultradata website published on the Ultradata website to date. Ultradata may at any time vary the Privacy Statement by publishing the varied Privacy Statement on the Ultradata website. You accept that by doing this, Ultradata has provided you with sufficient notice of the variation.

Complaints Resolution

Ultradata is committed to providing all parties whose personal information we hold a fair and reasonable system for the handling of their complaints.

If at any time you have any queries or complaints in relation to privacy, please contact us at one of the contact points noted below. We may ask you to put your complaint in writing and to provide details about it.

Our Privacy Officer will investigate the matter and attempt to resolve it in a timely way. We will seek to address any concerns that you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

Contact Us

If you have any further questions regarding our Privacy Statement, please contact our Privacy Officer at: privacy@ultradata.com.au

P.O.Box 123

Darling, Victoria

Australia 3145

or

Telephone: 61 3 9291 1600

POLICY DATE: October 2018