

## Aditech Pty. Ltd. - Privacy Statement - Dated 3 October 2024

This web site is operated by Aditech Pty Ltd.

We at Aditech respect your right to privacy and have therefore developed this Privacy Statement to inform you about our privacy practices.

This Privacy Statement will inform you of:

- What information our site gathers about you;
- How we use and with whom we share the information we gather;
- Your ability to opt-out of future notifications;
- What security procedures we have in place to protect your information from loss, misuse, or alteration; and
- How you can access, correct or update your information

Questions regarding this Privacy Statement should be directed to support@aditech.com.au. Please specify "Aditech Privacy Statement" in the subject line of your e-mail.

### Overview

Privacy is of great concern to most users of the Internet, and is a critical part of an enjoyable and satisfactory user experience. We at Aditech are acutely aware of and sensitive to the privacy concerns of our customers and other visitors to our site. Whether you are a customer of our various products and services or a visitor to our site, we assure you that we do not collect personal information from you unless you provide it to us.

If you are enrolling or making application for an Aditech Service, you may be asked to provide certain personal information. In order for us to provide these services, it is necessary for us to maintain this information and data on a number of secure servers, within our data centre, and our nominated off site backup data centres.

You should also be assured that we do not provide or sell information about our customers or site visitors to vendors that are not directly involved in the provision of Aditech services.

Please note that our site contains links to other sites. Aditech is not responsible for the privacy practices, privacy statements, or content regarding these other sites or their operation.

### Information We Gather from You:

#### Personal Information

We do not collect any personal information from a visitor to our site unless that visitor explicitly and intentionally provides it, although please see the section on cookies as explained below. Under no circumstances do we collect any sensitive personal data including revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health or sex life.

If you are simply browsing our site, we do not gather any personal information about you.

**E-mail Request for Information or Registrations for Guides or other similar services** We use links throughout our site to provide you with the opportunity to contact us via e-mail to ask questions, request information and materials, register or sign up for guides or seminars, or provide comments and suggestions. You may also be offered the opportunity to have one of our representatives contact you to provide you with additional information about our products or services. Upon registration, you will be asked to indicate your consent to such contact being made. Should you provide your consent, we may require additional personal information from you, such as your name and telephone number, to ensure we are able to satisfy your request.

**Enrolment** If you choose to enrol for one of our products or services, we will request certain information from you. Depending on the type of product or service that you request, you may be asked to provide different personal information. For certain products and services, we may require your name, address, telephone number, e-mail address, credit card number, bank account information and/or IP address. Other products and services may require different or supplemental information from you in order to apply. You will be informed at each information collection point what information is required and what information is optional. We only collect such information when you choose to supply it to us but see our section on cookies below. For a detailed listing of the type of personal information requested for our various products, please refer to the enrolment page for the particular product or service.

#### Use of Cookies and Statistical Information About Your Visit

When you enter this site, we collect your browser information (which typically includes browser type, version, host operating system, browser language and IP address).

When you visit our site, our computers may automatically collect statistics about your visit. This information does not identify you personally, but rather identifies information about your visit to our site. We may monitor statistics such as how many people visit our site, the user's IP address, which pages people visit, from which domains our visitors come and which browsers people use. We use these statistics about your visit for aggregation purposes only. These statistics are used to help us improve the performance of our website.

## Use of Cookies

We only use "cookies" as described in this Section. A "cookie" is a piece of information that our website sends to your browser, which then stores this information on your system. If a cookie is used, our website will be able to "remember" information about you and your preferences either until you exit your current browser window (if the cookie is temporary) or until you disable or delete the cookie. Many users prefer to use cookies in order to help them navigate a website as seamlessly as possible. You should be aware that cookies contain no more information than you volunteer, and they are not able to "invade" your hard drive and return to the sender with personal or other information from your computer.

Our uses of "cookies" are limited to the following specific situations. The first situation is with respect to temporary cookies. There are two instances in which we use temporary cookies. First, if you are accessing our services through one of our online applications, our Web server may automatically send your browser a temporary cookie, which is used to help your browser navigate our site. The only information contained in these temporary cookies is a direction value that lets our software determine which page to show you when you hit the back button in your browser. This bit of information is erased when you close your current browser window. If you come to our site from one of our business partners, our Web server may also send your browser a temporary cookie that reflects an "origination code" for that business partner. We use this information for statistical and marketing purposes. Secondly, if you are using Aditech's Personal Trust Service to log into an access-controlled section of our site, we set a temporary session cookie to establish that you have been authenticated. The information contained in these cookies consists of random data that is used by the server to authenticate the browser requests to the server for that particular session. It does not include any type of personally identifiable information. This bit of information is erased when you close your current browser window. If you choose not to accept a temporary cookie, you will not be able to navigate in these online applications or use Aditech's Personal Trust Services.

The second situation in which we may use cookies is when you visit our website and request documentation, services or a response from us. When you are filling out a form, you may be given the option of having our website deliver a cookie to your local hard drive. This type of cookie is not temporary, although you can always delete or disable it through your browser preferences. If you choose not to accept this type of cookie, you will still be able to use our website. You might choose to receive this type of cookie in order to save time in filling out forms and/or revisiting our website. We only send this type of cookie to your browser when you have clicked on the box labelled "Please remember my profile information" when submitting information or communicating with us. Even if you choose to receive this type of cookie, you can always set your browser to notify you when you receive any cookie, giving you the chance to decide whether to accept it in each situation in which one is sent.

## Bulletin Boards, Chat Rooms and Forums

If you use a forum, bulletin board, Blog on this website, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages by other users. Aditech is not responsible for the personally identifiable information you choose to submit in these forums. You are also responsible for using these forums in a manner consistent with the Rules of Engagement or other terms and conditions set forth on the relevant forum site.

## Live Chat - Zoho SalesIQ

When using the Live Chat function on our website, all content, text & files within the chat are stored securely within our Zoho account. Content including transcripts of conversations and files transferred through the chat process may be retained securely for an undetermined period of time, however this content is only available or accessible by authorised Aditech personnel.

## Zoho Assist - Remote Desktop Support

For remote desktop support Aditech team members will request for you to install the Zoho Assist Client. This software is delivered securely via email link, initiating direct download from [zoho.com.au](https://zoho.com.au) or from the downloads area within our [aditech.com.au](https://aditech.com.au) website. This software should only be used when instructed and while in direct conversation with an Aditech team member. The Zoho Assist software uses appropriate encryption to protect your information and all information gathered and stored is done so securely within the Aditech Zoho account.

## How We Use and With Whom We Share the Information We Gather

When you supply any personal information to Aditech (e.g., for the supply of Aditech services or for more information on such services) we may have legal obligations towards you in the way we deal with that data. We will collect the information fairly, that is, we will explain how we will use it and tell you if we want to pass the information to anyone else. The information you provide to Aditech will be used for the following reasons, amongst others:

- to ensure that content from our site is presented to you in the most effective manner and to personalise your visit to our site;
- to enable us to continuously enhance our services, and, if requested, to provide to you information products or services which we feel may be of interest to you;
- to occasionally carry out market research including internal analytical research which will enable us to constantly improve your experience on this website;
- to carry out actions or provide information or services requested by you;
- to carry out our obligations arising from any agreements that may have been entered into between you and us; and
- to notify you about changes to our services.

## Retention of Data

We will ensure that all information and data supplied is held securely. Your data will be stored on our backup and/or contingency systems, which is kept in case of loss of data or loss of service connectivity. All sites, servers and related storage mediums are maintained at the highest level of security obtainable by Aditech and its associates.

### **Sending you responses and updates**

We generally respond to any e-mail questions, requests for product or service information and other enquiry that we may receive. We may also retain this correspondence to improve our products, services, and website and for other disclosed purposes. Frequently we retain contact information so that we can send individuals updates or other important information about our services and products, including by e-mail. Occasionally these updates or other important information may be sent out by Aditech or by third parties on our behalf, provided that such third party has executed confidentiality agreement with use that contains provisions ensuring the privacy and security of any transferred information.

Please be aware that you may not opt out of receiving information regarding the security, initial use, expiration, product enhancement or migration of our Products or Services.

### **Facilitating the support, renewal, and purchase of our products and services**

We may use the information you submit to contact you to discuss the support, renewal and purchase of our products and services. We may also provide the information you have submitted to us to an Aditech affiliate, or nominated representative (either within or outside Australia) so that the Aditech affiliate can contact you and facilitate the support, renewal and purchase of Aditech products and services. You may receive a communication directly from one of our Aditech affiliates, or nominated representatives for this purpose.

### **Facilitating the provision of products or services that may be of interest to you**

We may provide the information you submit to a trusted Aditech business partner or vendor (either within or outside of Australia) who we believe offers products or services, which complement Aditech's products or service, that may be of interest to you. You may receive a communication directly from one of our trusted Aditech business partners or vendors.

### **Facilitating the provision of certain included products and services (if you are applying for certain types of Application Hosting Services, such as Microsoft Products or MYOB Products)**

Certain types of Applications come with additional third-party services or products that are included with the Hosted Application Service. If you purchase one of these Services, we may forward some or all of the information in your application to third party providers (whether within or outside of Australia) so that they can provide you with the service or product and follow up with you directly regarding their service or product or an upgrade. Please be assured that we have agreements with these third-party service or product providers that prevent them from disclosing the information to other parties.

### **Validating your identity (if you are applying for certain types of Services)**

Certain types of Services require that we compare some of the information in your application to information contained in a third-party database or with some other third party source. We do this in order to authenticate your identity and other attributes and also prevent identity theft.

### **Disclosure of your information**

We may pass on your personal information to other Aditech Associated companies (see below), and if we are required by law to disclose certain information to local, state, federal, national or international government or law enforcement authorities we will do so (for example, we may disclose the identity of purchasers of certain software products to the U.S. Department of Commerce, Bureau of Export Administration, as required under the terms of our export licences). We may also disclose information to third parties as necessary in order to comply with applicable laws and regulations or to share information in order to investigate, prevent, or take action regarding illegal activities or suspected fraud, or enforce or apply Aditech's agreements. In addition Aditech may also disclose information (suitably secured and protected by contractual arrangements) to service providers which assist it to operate its business.

### **Transfers of your personal data**

Aditech may also transfer your personal information outside of Australia where it is necessary for us to do so for one of the uses described in this Privacy Statement. By providing your information to us, you consent to us transferring your information outside of Australia for this purpose.

### **Surveys**

From time-to-time we may request information from customers via surveys.

Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. Survey information will be used for purposes of monitoring or improving the use of and satisfaction with this website, and improving our customer service and product offerings.

### **Your Ability to Opt-Out of Further Notifications**

From time-to-time, we, or our trusted partners and vendors, notify our subscribers of new products, announcements, upgrades and updates. You may opt-out of being notified by contacting us at the address given at the end of the Privacy Statement or, if we notify you by email, you can use the unsubscribe function in the email. Please be aware that you may not opt out of receiving information regarding the security, initial use, expiry, product enhancement or migration of our products or services. In cases where you have received notification from one of our trusted partners or vendors or where we have previously shared your information with our trusted partners or vendors, you may need to notify them directly that you would like to opt out of being notified by them in the future.

### **Our Security Procedures**

We consider the protection of all personal information we receive from our website visitors and subscribers as critical. Please be assured that we have security measures in place to protect against the loss, misuse and alteration of any personal information we receive from you. As with any transmission over the Internet, however, there is always some element of risk involved in sending personal information. In order to try to minimise this risk, we encrypt all information that you submit in ordering one of our products or services using the Secure Sockets Layer (SSL) protocol.

You can also play an important role in keeping your personal information secure by maintaining the confidentiality and security of any passwords and other account and log-in information used on the website. Please notify us immediately if there is any unauthorised use of your account by any other user or any other breach of security.

**How You Can Access, Update or Correct Your Information**

Please contact us at the address at the end of this Privacy Statement if you would like to access, update or correct the personal information we hold about you, or if you would like us to delete this information. We will provide you with access to your personal information except in the limited circumstances in which it is permitted for us not to. We may require that you provide identification so we can verify that you are the person to whom the information relates and may request an administrative fee to cover the costs of access. If you request that we update, correct or delete personal information we hold about you, we will comply with your request unless we are not able to for legal, auditing or internal risk reasons.

If you would like to update or correct any personal information in our records that is not contained in your online "Members Account Area" please contact us at the address given at the end of this Privacy Statement.

**Email this Page**

If you use this feature, your email address will appear as the sender of the email. Neither your email address nor the recipient's email address will be used for any other purpose.

**Changes to this Privacy Statement**

If a material change is made to this Privacy Statement, we will post this change on our website. Such change will apply to you whether or not you have been given specific notice of the change.

Our mailing address is:  
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