



Privacy Policy

Rev: 2

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1. Introduction

Airlock Digital Pty Ltd ACN 169 643 770 ("Airlock", "we" or "us") is committed to managing personal information it collects in an open and transparent way, and Airlock adheres to the Australian Privacy Principles (APPs) set out in *Privacy Act 1988* (Cth) (the Act).

This Privacy Policy sets out how Airlock collects, holds, uses and discloses personal information. 'Personal information' is data that relates to you and that identifies you, or from which you can reasonably be identified. This may include your name and contact information, as well as some digital identifiers relating to you.

Airlock may amend this Privacy Policy from time to time without notice. We recommend that you visit our website regularly to keep up to date with any changes.

2. The Information Airlock Collects, Uses and Why

The personal information Airlock collects may include your full name, contact details such as your e-mail address and telephone number, your IP address, information about your employer or an organisation you represent, your professional details such as your job title/position, and any other personal information you provide to us, or authorise us to collect, as part of your interaction with us.

Airlock Digital Cloud customers may have metadata collected through the use of Airlock's software platforms to the extent necessary for their operation. This information may include, IP addresses, browser type, machine names, file metadata and usernames.

To the extent that Airlock collects sensitive information, it does so only where it is necessary for the purpose for which it is being collected and where collection is required or authorised by law.

Airlock collects and uses personal information for a variety of different purposes relating to its functions and activities including:

- providing customer support, assistance and assessing customer needs;
- responding to and engaging with prospective and existing customers, for example to provide information about our products and services;
- file and machine metadata in connection with the use of Airlock's software products and services;
- storing information about users of Airlock's website to create a digital profile to assist those users and improve Airlock's services;
- Airlock's business administration (such as billing or entering into contracts with you);
- researching, developing and expanding our facilities, products and services;
- direct marketing purposes, such as informing you of our activities, events, facilities and services, and responding to requests to subscribe to our mailing lists;
- prospective employment with us; and
- legislative, regulatory and legal compliance, including fulfilling our obligations under contracts with you or third parties.

We may also collect and use your personal information for other purposes which may be explained at the time of collection. In some cases, if you do not provide us with personal information we may not be able to provide the services you have requested.

3. How Airlock Collects and Holds Personal Information

Airlock may collect personal information in a variety of ways, including (but not limited to) the following:

- when you send us an email or 'contact us' message or make a written or telephone enquiry with us;
- information provided through support tickets or registered portal customers;
- when you use our software and systems (including web-based systems);
- through our social media pages and from social media sites when you like our posts or page.
- from third parties that provide us with marketing, market research, and web analytics services;
- from third parties and contractors who assist us to operate our business, including running promotions in connection with the supply of our products and services; and
- if you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

3.1. Cookies & Web Analytics

When you access the Airlock website (<https://www.airlockdigital.com/>), log files ("cookies") are created by the web server that contain certain information including your Internet Protocol (IP) address, the previous site visited, the time and date of access and pages visited and downloaded. Cookies allow a website, such as the Airlock website, to temporarily store information on an individual's machine for later use. Airlock's website uses cookies to identify unique visitors to the site, and to help with ensuring the functionality of the site. This enables Airlock to provide a better website visitor experience by loading the site so that it reflects your personal preferences as previously indicated last time you browsed.

Airlock uses web analytics to obtain statistics about how its website is accessed. Web analytics relies upon cookies to gather information for the purpose of providing statistical reports to Airlock, for example by counting the number of visitors and tracking how visitors use the site. The information generated by the cookie about an individual's use of the Airlock website is transmitted to and stored by web analytic service providers on servers located within and outside Australia.

This type of analysis helps us make our website more effective to use, for example by improving how easy it is for users to find what they are looking for on our site, or fixing any issues users have with our site.

You generally have the option of accepting or rejecting cookies by adjusting the settings in your web browser. However, rejecting cookies may impact upon the functionality of the Airlock website.

3.2. Third Party Sites

Airlock's website may contain links to other websites. We cannot control the privacy controls of third-party websites. Third party service providers may use their own cookies to collect information about your activities on the Airlock website. Use of third party sites is subject to the terms and conditions found on those sites.

3.3. Social Media

If you click on a link to a social media site or post from the Airlock website, or click on a link to the Airlock website from Airlock's social media pages, Airlock may share your personal

information (including user name, profile picture, likes and posts) with the social media service provider, other users and your friends or followers. If you do not want your personal information shared in this way, you can choose not to connect via your social media profile with Airlock's website, or configure your web browser to block cookies (which may affect the functionality of some features on the website).

If you interact with us using your social media account, that personal information will be subject to the privacy policy of the social media site.

3.4. Marketing

Airlock may use personal information to market and promote its products and services, including to:

- contact you about special offers or promotions about our products and service we think may be of interest to you (where we have a legal basis to process your information in this way); and
- conduct marketing and web tracking analysis.

We may partner with third parties to conduct joint promotions or offer joint products, services and discounts. If you provide us with personal information in relation to the promotion, product, discount or service we are jointly providing with a third party we may share your information with that third party. We will inform you that we do this at the time we collect your personal information and you will be given a choice about whether or not this occurs.

If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below. If you opt-out of receiving marketing material from us, we may still contact you in relation to our ongoing business relationship with you.

4. Disclosure of Personal Information

Airlock may disclose your information to third parties to provide goods and services to you or us, research purposes to improve our operations and services, if permitted or required by law, or otherwise with your consent. Without limitation Airlock may also disclose personal information to third parties where we have collected your information in relation to a jointly offered promotion, product or service.

Airlock's service providers may be based in Australia or overseas. We only disclose personal information to our service providers in accordance with this Privacy Policy and applicable privacy laws. We do not authorise their use or disclosure of personal information for any other purposes other than in connection to the provision of their services to us.

Where Airlock discloses personal information to third parties it will take all reasonable steps to require restrictions on the collection and use of personal information by those third parties equivalent to those required of Airlock under the Act.

5. Security

Airlock takes the security of the personal information we hold seriously, and we take all reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure.

Airlock applies both physical and information and communications technology security systems to protect the personal information we hold, both in physical and electronic form. Airlock also uses encryption technology to protect information and transactions where appropriate.

6. Remaining Anonymous or Using a Pseudonym

Airlock understands that anonymity is an important aspect of privacy and that in some circumstances some people may prefer to use a pseudonym when dealing with Airlock.

You have the right to remain anonymous or to use a pseudonym when dealing with Airlock. However, for a significant proportion of our activities (e.g. responding to support tickets or enquiries) it may be impracticable for Airlock to deal with individuals who have not identified themselves or who have used a pseudonym, and we may not be able to provide you with the service(s) you require.

7. Unsolicited Personal Information

When Airlock receives unsolicited personal information, we will assess whether it is personal information that we could legally collect. If it is, we will treat it according to the APPs. If it is not, we will, if lawful to do so, destroy or de-identify it as soon as practicable.

8. Holding and Destruction of Information

Airlock will retain your information only to the extent necessary we need it, which will depend on what the information is and the purpose for which it was collected. It may be necessary for us to retain personal information to comply with our legal obligations; or for insurance or audit purposes.

When Airlock no longer needs to retain personal information, and is lawfully able to do so, we will destroy or de-identify that information.

9. Access to Personal Information held by Airlock

Airlock will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change.

You may request corrections to any personal information that Airlock holds about you if you think that the information is inaccurate, out of date, incomplete, irrelevant or misleading. After receiving a request from you, we will take reasonable steps to correct your information.

You can request access to the personal information we hold about you by sending us an email at support@airlockdigital.com. We reserve the right to verify your identity before we provide access to your personal information.

10. Contact details

If you need to contact Airlock regarding any privacy matter you can email us at support@airlockdigital.com or call us on 1300 798 925 (between 9.00am and 5.00pm ACST Monday-Friday (excluding public holidays)).