

# Earth Technology Personal Information Collection Statement

We collect your personal information in order to provide our products or services to you, handle or respond to your request, and otherwise facilitate our dealings and accomplish the purpose for which you have contacted us.

We may be unable to deal with your request or provide you with products and services if you do not provide the personal information we request.

We may use your personal information for the purposes of direct marketing, and by providing us with your personal information you consent to us doing so. However, if you do not wish to receive marketing or promotional communications from us, please notify our Privacy Officer (contact details in section 10) or use the opt out mechanism provided in those communications.

We do not usually disclose your personal information to third parties; however, we may do so to certain contractors and related bodies corporate in some circumstances. Generally, we are not likely to disclose your personal information to overseas recipients, however we have associated distributors in several overseas countries where we have operations and we may disclose personal information to those companies.

Our Privacy Policy contains information about how you may access your personal information held by us and seek correction of such information. It also contains information about how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.

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## Earth Technology Pty Ltd - Privacy Policy

### Privacy Act

Earth Technology Pty Ltd (ACN 94 050 414 992) (We, Us or Our) has adopted this Privacy Policy, in accordance with the Australian Privacy Principles in the *Privacy Act 1988* (Cth) (APPs).

Earth Technology's prime objective is to provide world-class software and services related to the collection, processing, analysis and reporting of spatial surface and sub-surface data. We collect Personal Information in conjunction with our business providing software for the mining industry (**Services**). We recognise the importance of your personal information and set out below our policies for compliance with the Act.

This Policy is intended to cover most personal information handled by us, but is not exhaustive. If you have any queries about our handling of your personal information, please contact us for further information.

This Policy outlines how we deal with "personal information", which is information or an opinion (including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from that information (**Personal Information**).

## **Exemptions**

No general exemptions under the Act apply to us, or to any of our acts or practices.

## **How We Collect, Hold and Use Personal Information**

We may collect the following types of information from you:

- a.** your name, job title and contact information such as email address, facsimile number, telephone numbers, residential or business address;
- b.** payment information such as credit card or banking details;
- c.** information provided in communications between you and us; and
- d.** information collected to establish your identity, assess your application and open a user account, including gender, date of birth, your employer and your areas of specialisation or interest.

We collect the following types of information from you when you use our website or access our materials otherwise available online:

- a.** information you provide when logging onto our website;
- b.** information about your usage (for example, by way of cookies) including when you use our website, the services used, other websites you access or connect with from our website, content uploaded and downloaded;
- c.** your Internet Protocol (IP) address and your browser type and language; and
- d.** whether direct marketing emails or electronic newsletters that we send you are suitable for your interests and are received by you.

We may also collect information about you that is publicly available or made available by third parties, for example from public registers, third party websites or social media.

### **1. How we collect Personal Information**

We collect Personal Information in four main ways:

- a.** collecting specific information relevant to providing our services to you (**Active Collection**);

- b. generalised passive collection when you use our Services to process information (**Passive Collection**);
- c. collection via automated electronic means in accordance with standard business practice on the internet (**Automated Collection**); and
- d. collecting Personal Information from persons other than the individual to which it relates (**Third Party Collection**).

We engage in Active Collection when an individual or organisation

- a. (**Registrations**) registers or subscribes for a service, list, account, membership, connection or other process whereby that individual enters his or her details to apply for, receive or access something, including a transaction; or
- b. (**Contact**) contacts us via any medium, including telephone, fax or email.

We engage in Passive Collection whenever users of the Services include any Personal Information in any content they create or store through or on our Services, or any forum run by us. You are responsible for the information that you post on or through our Services, a forum or other service. You should ensure you are comfortable posting that information.

We and some of the third-party services providers we use (such as Google Analytics) engage in Automated Collection as follows:

- a. (**Logs**) when you visit our website or use the Services, our server and analytics service may log details about your visit such as your IP address, the time and duration of visit, the link from which you visited, and information about your browser and operating system;
- b. (**Location Services**) when you have location services switched in so that your location is captured in conjunction with content;
- c. (**Cookies**) we will likely place a cookie on your device when you visit our website; and
- d. (**Updates**) our software will automatically check for updates, provide usage statistics to us and report errors.

We engage in Third Party Collection when:

- a. (**Client documents and databases**) clients provide us with access to their documents or databases containing Personal Information;
- b. (**Referrals**) a third party refers us business; and
- c. (**Research**) we conduct research on potential clients, and the individuals associated with those potential clients.

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## 2. The kinds of Personal Information that we collect and hold

Through the processes above, we collect the following categories of Personal Information about individuals:

- a. (**Content**) whatever Personal Information is included in content you enter using our Services;

- b. **(Identity Information)** name, signature, location, website address, date of birth, nationality, license & registration details, bank account details, family details, employment details, educational qualifications and third-party usernames;
- c. **(Contact Information)** email address, social media profiles, telephone & fax number, third-party usernames, residential, business and postal addresses;
- d. **(Behaviour Information)** habits, movements, trends, decisions, webpage views, online activity, associations, memberships, finances, purchases;
- e. **(Internet Data)** Internet Protocol or "IP address", referring web site addresses, browser type, operating system, domain name, access times and other data typically collected by analytics services like Google Analytics; and
- f. **(Business Information)** business or project, if it is run in the individual's personal capacity, including information on professional affiliations or services offered.

Under the Australian Privacy Principles, certain information, such as information about your health, sexuality or criminal record is categorised as Sensitive Information. We do not intentionally collect Sensitive Information, but information that you post through our Services may fall into this category.

If you post any Sensitive Information through our Services, we take this as consent to our management of it in accordance with this privacy policy.

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### 3. How we hold Personal Information

We hold and store Personal Information using:

- a. **(Storage Services)** third party data storage services, which are businesses that professionally manage information technology infrastructure;
- b. **(Software Services)** third party application providers, where we use an application for the purposes of our business and store data in association with that application on infrastructure provided by those third party application providers;
- c. **(Business Devices)** devices operated by employees of our business; and
- d. **(Paper Files)** printed paper and third party archival storage services.

We may combine or link Personal Information about you that we collect on one occasion with Personal Information about you that we collect on other occasions.

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### 4. How we secure Personal Information

We will take reasonable precautions to protect Personal Information from unauthorised access. This includes appropriately securing our physical facilities and electronic networks.

We secure Personal Information that we collect with credentials, passwords, pins, encryption, session expiry, firewalls, SSL network encryption, and through the use of reputable vendors. For more information on security, please contact us using the contact details below.

By using any part of the Services, individuals acknowledge that the security of online transactions and the security of electronic communications cannot be guaranteed. Individuals provide information, including Personal Information, to us via the Services at their own risk.

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## **5. The purposes of collection, holding and use**

We collect, hold and use Personal Information for the purpose of providing the Services, improving them and developing additional functionalities for our users.

For **Passively Collected Personal Information**, the collection, holding and use of information happens simply by virtue of users using the Services. The purpose of the Services is to allow users to enter and manage information, including Personal Information.

For all other Personal Information, our handling of Personal Information includes holding and using the Personal Information so that we can:

- a. **(Functionality)** provide functionality within the Services;
- b. **(Communicate)** communicate with individuals for the purpose of providing the Services, including notifications, support; communications about our goods and services; marketing and promotions; and competitions, surveys and questionnaires;
- c. **(Transact)** transact with individuals for the purpose of providing the Services;
- d. **(Business Development and UX)** assess the progress and success of our Services, develop business opportunities, and enhance user experience of our Services;
- e. **(Manage Licence Terms)** ensure that our Services are used within the terms of the licensing agreement; and
- f. **(Secure access)** providing secured access to users using an account and allowing users to retrieve their password if they forget it.

We tend not to use information collected via automated means in order to identify specific individuals. Rather, it is generally used for data analysis. not and whether recorded in a material form or not, about an individual who is reasonably identifiable.

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## **6. Why do we collect your personal information?**

We collect and hold a range of personal information necessary for conducting our business, providing our services and to allowing you to access our products. We may collect personal information to allow us to:

- a. provide our web based and other products and services;
- b. establish your identity and assess your application for a licence to use our products;
- c. enable you to download products from our website.
- d. provide maintenance and support services to you;

- e. process your inquiries and improve our products and services;
- f. maintain and update our business infrastructure and systems;
- g. design, price and develop existing and new products and services;
- h. promote and advertise our other products and services to you;
- i. advise you of additional products or services which may be of interest to you; and
- j. provide your contact details to any Affiliates who may from time to time agree to offer or provide you with the products and services described on our website.

If we do not collect the personal information, we may not be able to provide you with the products, services, offers or assistance you have requested.

At any time, if you no longer wish to receive any direct marketing material from us please unsubscribe from those services on the newsletter or through our website. Alternatively, you may contact our Privacy Officer at the details below.

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## 7. How and when we share or disclose Personal Information

When we use the services of companies that we work with to provide our Services, this may involve providing some degree of access to Personal Information. Such third-party services may include:

- a. **(Software resellers)** resellers of our software;
- b. **(Hosting)** cloud and web hosting service providers;
- c. **(Saas)** providers of software as a service;
- d. **(Support)** providers of IT support services, web and software development;
- e. **(Online payment)** providers of online payment systems.

We will only share Personal Information with these third parties to the extent reasonably necessary to perform their functions.

We also disclose Personal Information about users of our Services by publishing it or making it available on our website. This includes:

- a. **(Forums and Comments)** showing names, usernames and contact details on forums, comments and correspondence; and
- b. **(Sales and Inquiries)** facilitating the sharing of information between users of our website about sales, inquiries and payments.

We are not responsible for the privacy or security practices of any third party (including third parties that we are permitted to disclose or transfer Personal Information to in accordance with this Privacy Policy or any applicable laws). The collection and use of Personal Information by such third parties may be subject to separate privacy and security policies.

For more information on the third party service providers we use, and their privacy policies, please contact us using the details listed below.

For information on disclosures to overseas recipients, see below.

## **8. Who will see or have access to your personal information?**

Unless we are required to provide your personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, your information will only be seen or used by persons working in or for us and any Affiliates who offer the services, promotions and products described on our website.

Persons accessing your personal information may include our own and our contract personnel (e.g. customer service staff, sales agents, marketing people, insurers, advisers etc), our subsidiaries, advertisers and our Affiliates (who offer the services, promotions and products described on our website). Some of these people may be located in countries outside Australia.

We endeavour to keep our information systems and files secured from unauthorised access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do so.

*Affiliates* means our officers, employees and other personnel, agents, contractors, partners, principals, licensors, service providers and members.

## **9. What if you want to access the personal information we hold about you?**

Subject to any legal restrictions we would be happy to inform you what personal information we hold about you if you request this. Please contact our Privacy Officer at the details below if you would like to request access to this information.

If you believe there are errors in our records about you, please contact our Privacy Officer and we will be happy to investigate and correct any inaccuracies.

Please also note that you have the right to request we erase your personal data, under certain conditions.

## **10. Contacting us to access, change or delete personal information**

Users may edit some content and account details within the Services.

However, you can also contact us using the details below to arrange access or correction to and, where appropriate, deletion of your Personal Information.

**Position Title:** Privacy Officer

**Email:** [privacy@earthtechnology.net](mailto:privacy@earthtechnology.net)

**Telephone:** 61 400 553 933

**Post:** 8 Dargie St, Brisbane, QLD 4053, AUSTRALIA

We reserve the right to refuse access or correction where there are reasonable grounds for doing so, for example if providing access would be unlawful or would compromise the privacy of another person.

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## **11. Complaints process**

- a. If you have a privacy question or if you have a complaint relating to an alleged breach of the APPs, you should contact us using the details listed in the previous section of this Privacy Policy.
  - b. When you notify us of a complaint about our handling of your Personal Information, we will deal with the complaint by responding to it in writing within a reasonable period (usually 10 business days from the day we receive your email).
  - c. We will endeavour to work with you to resolve the complaint entirely within 30 days, although that period may be longer if it is reasonable to take longer given the nature of your complaint.
  - d. If you are unsatisfied with our response, you may make refer the complaint to the Office of the Australian Information Commissioner (<http://www.oaic.gov.au/>).
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## **12. Disclosure of Personal Information to overseas recipients**

- a. Our use of third-party service providers may result in the processing of your Personal Information overseas. You may not have the same rights in relation to the handling of your Personal Information by overseas recipients as you would under Australian privacy law.
  - b. By providing us with Personal Information, you consent to the transfer of your Personal Information to recipients outside Australia.
  - c. If you consent to such transfer, we will not be accountable for overseas recipients' handling of your Personal Information. In any event, we take reasonable steps to ensure that the Personal Information that has been transferred will not be held, used or disclosed by the recipient of the information inconsistently with the APPs.
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## **13. Amendment**

We may amend the Privacy Policy at our sole discretion. If you continue to use the Services after receiving notice from us of such an amendment to the Privacy Policy, you agree to be bound by the Privacy Policy as amended. We publish our current Privacy Policy on our website, and you may obtain a copy of our Privacy Policy from that website or by contacting us.

*Effective From 01/01/2021*