

A close-up photograph of a person's hand pointing at a tablet screen. The hand is in the foreground, and its reflection is visible on the screen below. The background is blurred, showing what appears to be a modern office or laboratory setting with blue and white tones. A red horizontal bar is positioned across the middle of the image, containing the word 'multibase' in white text.

multibase

Protecting your privacy

www.multibaseit.com.au

**Document Title**

Protecting your privacy

Document owner

Multibase WebAustralis Pty Ltd

Approval

Ann de Vos – Director
March 2014

Confidentiality Statement

The contents of this document are the commercially valuable confidential information of Multibase WebAustralis and may only be used for the purpose of evaluating this project. This information must not be disclosed to a third party without prior consent by Multibase WebAustralis, unless required to do so by law.

Intellectual Property

Multibase WebAustralis Pty Ltd retains ownership of all intellectual property subsisting in the contents of this document and any documents provided in relation to this project.

Copyright © 2014 Multibase WebAustralis Pty Ltd ABN: 54 063 962 916

www.multibaseit.com.au

Table of Contents

Protecting your privacy.....	4
Multibase WebAustralis Privacy Policy	4
Your consent to this Privacy Policy	4
Collection of personal information.....	4
How we collect information about you, and how we use and disclose it.....	4
Your information and third parties	5
Security of information	6
Accuracy of information	6
Access to your personal information	6
Complaint handling procedure	6
Changes in our policy	7
Who to contact.....	7

Protecting your privacy

The main business of Multibase WebAustralis is to develop, market, deliver and support technology products and services.

Multibase WebAustralis Privacy Policy

Multibase WebAustralis (**Multibase**) is committed to protecting your personal privacy. This Privacy Policy outlines the types of personal information that we collect, how we collect and hold it, and the purposes for which we collect, hold, use and disclose it. The Policy tells you what to do if you do not want your personal information collected, how you can access and update personal information that we hold about you, and how you can make a complaint about the way your personal information has been managed. This policy applies only to the Multibase business and website. Our customers' websites are covered by separate policies.

Multibase complies with the *Privacy Act 1988* (Cth), including the Australian Privacy Principles introduced on 12 March 2014.

Your consent to this Privacy Policy

By using our services, and by accessing our website, you are consenting to the terms of our current Privacy Policy, as described in this document. When you provide us with personal information, you are authorising us to use that information in accordance with the terms of this Privacy Policy.

Collection of personal information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Multibase may collect personal information including (but not limited to) the following: your title, name, address, email address, telephone number, occupation and payment details.

How we collect information about you, and how we use and disclose it

We generally collect personal information from you when you communicate with us (or one of our contracted service providers), or when we communicate with each other. For example, when you request a product or service from us, or inquire about our products and services, you may be asked to provide personal information for a variety of reasons, including to enable us to provide you with a product or service, or so that you can receive information or mailings, make a comment or enquiry. As some of our products and services are provided by contracted service providers, we may collect your personal information via them.

We generally use and disclose personal information for the purpose for which it was originally collected. We may also use or disclose it for another purpose if you consent to that other purpose, or where you would reasonably expect us to use or disclose it for that other purpose.

These are some of the ways that we may collect, use and disclose your personal information:

Product and service information: If you purchase products or services from Multibase, or inquire about such a purchase, we will collect and hold your contact details, details of the relevant products or services and the use that you make of those products or services. Those details are primarily used to manage the products and services that we provide, to send you information about them, or about any upgrades that become available, latest developments, and forthcoming events. We may also use your personal information to improve our products and services, business processes and product collateral, and to contact you regarding other products and services which may be of interest to you (including those we may offer jointly with other companies). At any

time you may opt out of such future contact (see Who to Contact below), and we will always include a functional unsubscribe facility in any email communications we send to you for marketing purposes.

Technical Support and Customer Service: If you contact Multibase Customer Service, or seek online support from us, we will collect and hold your contact details and, if you have paid for a service, your credit card or other payment details. We also generally keep a record of the problem that you report and any actions that we recommend.

Surveys: We occasionally send surveys to contacts on our marketing database requesting feedback on our products and services. If you complete a survey, you might be offered an opportunity to win a prize or free consultation. If so, you will be asked to provide your name and contact details for the purpose of contacting you if you win the prize or free consultation.

When you visit a page: When you visit our web site, or a web site hosted on our web servers, the web server will track the IP address you come from (a number assigned to your computer whenever you connect to the Internet), what URL you came from, the browser type and computing platform you are using, which pages were requested, and the duration of your session. The only way that we can connect this with any personal information about you is if you buy something from our site, in which case we may connect the IP address you came from with some personal information.

We may use this information to analyse the way that site visitors use our site, in order to improve our site and the services that we offer. Sometimes we use your IP address to help diagnose problems with our server, and to administer our web sites. We also use this information to track which areas of our sites users use and don't use based on traffic to those areas. We do not generally use this to track what individual users read, but rather how well each page or section of the site performs overall.

Occasionally, in order to troubleshoot a problem with a web application such as a shopping cart, we review a web server log to identify the pages that a particular user viewed in a web site.

Public Forums: Multibase web sites may make chat rooms, forums, message boards, and/or news groups available to its users. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information. By submitting personal and other information on those platforms, you consent to third parties viewing those details.

Cookies: A cookie is a small data file that certain web sites write to your hard drive when you visit them. A cookie file contains information such as a user ID that the site uses to track the pages you have visited. The only personal information a cookie can contain is information you supply yourself. A cookie cannot read data off your hard disk or read cookie files created by other sites.

Some Multibase web sites use cookies to collect other information during your visit to our web site, such as the particular site areas you visit and the products or services you buy through our web site. Cookies may also be used to help speed up your future activities at our site. For example, a site can recognise that you have provided personal information to use and refrain from requesting the same information a second time. Most browsers are initially set to accept a cookie. If you would prefer, you can set your browser to refuse cookies or to alert you when cookies are being sent. Refusal of cookies at the site you enter may result in an inability to visit certain areas of the site or to receive personalised information when you visit the site.

We collect this information to better tailor our site and our products to your interests and needs.

Multibase sites may contain links to web sites outside of the products and services that we provide. These linked sites are not under the control of Multibase, and we are not responsible for the conduct of companies linked to our web site. Before disclosing your personal information on any other web site, we advise you to examine

the terms and conditions, and privacy policy, for those web sites.

Your information and third parties

Unless you authorise us, we do not provide personal information to other companies except where they are subcontractors or suppliers directly involved in the delivery of your product or service. We may also provide it to specialist advisers who we engage to provide services to us, including legal services. We do not provide your personal information to third parties to use for their own marketing purposes.

Our subcontractors and suppliers are bound by our Privacy Policy and by confidentiality agreements, and are not authorised by us to use your personal information in any other way.

In addition, Multibase may use or disclose personal information:

- (a) in response to a legal requirement or where required or authorised by or under an Australian law (including the Act) or court/tribunal order;
- (b) if we reasonably believe that the use or disclosure is necessary or reasonably necessary for reasons specified in the Australian Privacy Principles, including enforcement related activities, threats to life, health or safety, in response to unlawful activity or serious misconduct, to locate a missing person or to establish, exercise or defend a legal or equitable claim.

Please note that, where you have given us permission to use a testimonial on our website, we may include your name, job title and company on our website when reproducing that testimonial.

If we disclose your personal information to third parties, we impose strict obligations of security and confidentiality regarding the way they handle that information. We do not grant them permission to sell or transfer your personal information.

Security of information

Once collected, we may hold your personal information in a number of different formats,

including (but not limited to) software programs (located both onsite and offsite, including in the cloud), databases and in offsite backup storage (including in the cloud, but only with your consent). Some cloud service providers may, without notice to us, store that personal information outside of Australia.

We take reasonable precautions to protect your personal information from loss, unauthorised access, modification, disclosure, interference or other misuse. Access to your personal information is permitted among our employees only on a need-to-know basis.

If the personal information that we have about you is no longer needed for a purpose for which it may be used or disclosed under the Australian Privacy Principles, and we are not required under law or Court order to retain that personal information, we will take reasonable steps to destroy or de-identify that personal information.

All our staff members are trained in the importance of protecting your personal information, and in the methods by which we do so. Our staff are bound by confidentiality agreements to keep your personal information secure.

In certain cases, certain Multibase staff or contractors may have access to information about our customers or information about our customers' clients. This information is considered confidential, and staff are trained and supervised in privacy principles and procedures, and operate under confidentiality agreements. Multibase has checks and balances in place covering who has access to this information, and there are safeguards to ensure that this information is protected against misuse or loss, and from unauthorised access, modification, or disclosure. Should the situation arise, we will comply with all reasonable directions from our customers in respect of dealing with their confidential information or personal information relating to their clients only, including returning or destroying the information.

Accuracy of information

Multibase takes reasonable steps to make sure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. From time to time, we may contact you to check that our information is accurate.

Access to your personal information

Multibase will provide you with reasonable access to the personal information that we hold about you, although we may not do so where expressly not required by the Australian Privacy Principles. If Multibase is not legally required to provide access to the personal information requested and exercises its discretion not to provide that information, we will let you know our reasons for doing so (except where it would be unreasonable to give those reasons) and mechanisms available to complain about our refusal. We may charge you for the cost of accessing your personal information, but if we do so the charge will not be excessive and will not apply to the making of the request.

If you would like to access the personal information that we hold about you, please contact us by one of the means below (“Who to contact”).

We will take reasonable steps to correct personal information about you if you request that we do so or if we are otherwise satisfied that the personal information we have about you is inaccurate, out of date, incomplete, irrelevant or misleading.

Complaint handling procedure

If you have a complaint about breaches of this Privacy Policy or Multibase’s compliance with the Australian Privacy Principles, in the first instance please contact Multibase in one of the ways specified at the end of this Privacy Policy.

Multibase will investigate your complaint and respond to you within a reasonable time and in

accordance with its legal obligations. It will take any necessary corrective actions promptly.

For further information about privacy issues, see the Office of the Australian Information Commissioner’s website at www.oaic.gov.au.

Changes in our policy

Multibase reserves the right to change this Privacy Policy at our discretion. If we decide to change our Privacy Policy we will post those changes on our web site. We encourage you to visit this site frequently to stay informed.

Who to contact

Multibase is committed to protecting your privacy. Please contact us by one of the means below if you have any comments or questions about this Privacy Policy or to report any breaches of it. Please also notify us promptly via those means if there are any changes to your personal information. You may ask us at any time to correct personal information we hold about you by contacting our Privacy Officer using the details below, and we must respond to you within a reasonable time.

Multibase WebAustralis Pty Ltd ACN 063 962 916
ABN 41 063 962 916
Level 1, 11-17 Khartoum Rd, Macquarie Park
NSW 2113
PO Box 1989 Macquarie Centre NSW 2113
Attention: The Privacy Officer

Telephone: 02 9805 1911 **Fax:** 02 9805 1931

Email: privacy@mbase.com.au

Web: www.multibaseit.com.au