

Protocom Technology Privacy Policy

Protocom Technology Proprietary Limited (ABN 85 070 384 271)("Protocom") respects your privacy and is committed to the protection of it.

Protocom, like other companies operating in Australia, is bound by the principles as set out in the Privacy Act 1988 (Cth) and the Privacy Amendment (Private Sector) Act 2000.

Protocom's collection, use and disclosure of personal information is set out below

What Personal Information does Protocom collect?

All information regarding you and your personal details will differ depending on the type of product or service you use as offered by us. The personal information will include name, contact details (phone number and e-mail address), and other specific information as requested by us and supplied by you from time to time. Full details of the information we request from you, including both mandatory and voluntary information types, can be seen when accessing any service from us.

If you do not provide us with the personal information we (or other relevant third parties) need, we or they may not be able to provide the appropriate type or level of service to you. Should you decide, after entering this information, that you do not wish to continue with the service, simply exit our website and we will not retain those details.

How Protocom uses the information you provide

Protocom may use information it collects from you for the primary purpose for which it is collected and for a number of purposes connected with our business operations, which include:

- processing your orders or applications;
- providing you with products and/or services requested;
- personalising and customising your experiences using the products and/or services
- billing you or administering your account;
- dealing with requests, enquiries or other customer care related activities;
- carrying out market and product analysis and marketing our products and services generally;
- identifying you as a client and communicating with you about our products, services and support;
- registering your details and fulfilling any requests or requirements you may have; and

We will not use your information for purposes other than described above unless we have your consent or there are specified law enforcement or public health and safety reasons.

How is Personal Information collected?

Protocom collects the information you give us, either online via our website or by email, post or facsimile. Requests marked as "optional" are provided at the discretion of the individual.

We might also gather information in statistical form such as the data gathered from the use of our website.

Site Visit Data via our Website

Our website hosting provider makes a record of your visit and logs the following information for statistical purposes: the user's server address (IP); the user's top level domain name (host); the date and time of the site visit; the pages accessed and documents downloaded; the previous site visited (if linked to Protocom's website) and the type of browser used. The recording of the IP address does not identify you personally, but it can be used to track an attempt to gain unauthorised access to our website services.

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider's logs. We do not use any 'tracking' or 'monitoring' software that is either server or client based.

Use of "Cookies"

We may use a feature of your browser called a cookie to assign your computer a 'User ID'. A Cookie is a small message given to your web browser by our web server the first time the user visits the site and updates with each return visit. Cookies contain information by which Protocom can verify or identify your computer to our servers and supplement the site visit data described above. Accepting a Cookie does not give access to your computer nor to your personal information.

You may configure your browser so that you are notified before a cookie is downloaded or so that your browser does not accept cookies. However, you should be aware that some of the services available on the Protocom website may not work if you have chosen to do this.

A permanent cookie could be placed on your computer if you decide to use the 'remember me' facility when you login. This cookie helps speed the login process only.

Disclosure

Protocom may disclose or receive personal information or documents about you to/from our service and content providers, dealers and agents, or any third party for purposes that are related to providing you with a telecommunications service which would be reasonably expected. Our relationships with such third party service providers are governed by our contracts with them to keep the information strictly confidential, or who are subject to obligations to protect your personal information.

We will never sell, release, or make public, your personal information to a third party, unless you have given us express written permission to do so, or unless we are required to by a law enforcement body with the proper jurisdiction authority.

Provision of other individual's Personal Information to Protocom

If you provide us with personal information about other individuals, we rely on you to have made them aware:

- that you will or may provide that information to us;
- of the purposes for which we use it;
- of the types of third parties to whom we disclose it; and
- of how those individuals may obtain access to personal information relating to them.

Where the personal information is sensitive, we rely on you to have obtained the relevant individual's consent to the above. If you have not done these things, you must tell us before you provide the relevant information.

Management and Security of your Personal Information

We endeavour to protect any personal information we hold from misuse, loss, unauthorised access, modification or disclosure by various means including firewalls (security measures for the Internet), and other security systems such as user identifiers and passwords to control access to computer systems and encryption of data. All electronic data is stored on servers with daily backup procedures and located in physically secure environments.

Security of information transmitted via the Internet

Information supplied to Protocom via our website is held secure in our in-house database and only used as set out in this Privacy Policy. However, you need to be aware that the transfer of information across any media may involve a certain degree of risk, and the information you send to Protocom via the Internet is not necessarily secure during transmission.

You can use simple precautions to help protect your security, such as protecting against the unauthorised use of your username or password or other authentication ID. If you are concerned about sending us information over the Internet then call, fax or post your correspondence to us.

Accessing and Modifying your Personal Information

Upon your request, Protocom will take reasonable steps to let you know what sort of personal information we hold, for what purposes and how we collect, use and disclose that information.

We will, on request, provide you with access to personal information we hold about you subject to exceptions permitted by law. For example, we will not provide access to personal information if we have a duty of confidentiality in relation to that information.

If you make an access request, Protocom will ask you to verify your identity and specify what information you require. If we do not provide you with access to personal information or refuse to make any changes to the information that you request, we will inform you of our reasons for doing so.

You can, at any time, update your data accessible via our website such as the customer login profile. Please note that if you give your login details to a third party, such as a friend or relative, then they too will be able to view and update your information.

Where personal information is no longer required by Protocom, it will be destroyed.

Changes to Privacy Policy

By using our services you consent to Protocom's collection and use of the information you supply us with as specified in this Policy.

Protocom may, from time to time, review and update this privacy policy statement to take into account new laws and technology and changes to Protocom's operations. Please visit this page periodically, to see if we have made any changes to it. Any changes to this policy will be published to this website.

How to contact Protocom

If you have any queries or comments, or would like more information concerning Protocom's privacy policy, please contact us by phoning +612 9264 1316 or mail our Privacy Officer at PO Box Q844, Queen Victoria Building, NSW 1230, Australia. Alternatively, you may prefer to submit an enquiry via our website at www.protocomtech.com.au.