



## NetMap Analytics Pty Limited Privacy Policy & Collection Statement

### The Privacy Laws

1. **NetMap Analytics Pty Limited ("NetMap")** has created this Privacy Policy and Collection Statement (together referred to as "this Privacy Policy") in order to demonstrate its firm commitment to privacy.
2. NetMap is bound by the Privacy Act and the National Privacy Principles (NPP).
3. NetMap will update this privacy policy as required. If it is changed, the changes will be posted on NetMap's website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by NetMap.
4. Please note that if at any time NetMap is required by law to release information about you or your organisation, NetMap must cooperate fully.
5. This Privacy Policy does not apply to acts or practices of NetMap that are directly related to employee records of current or former employees.

### What Sort Of Information Does NetMap Collect?

6. 'Personal Information' is any information or opinion from which an individual's identity may be ascertained. Netmap only collects information that is necessary ("the Information") for the purposes of conducting its business. This information is collected in a variety of ways, including mail, telephone, internet, personal contact, and through business activities and events.
7. NetMap collects personal information:
  - About its clients, suppliers, partners, staff; and
  - Also collects the personal information of its clients customers (Customer Provided Personal Information).
8. Where NetMap is provided with customer provided personal information by its clients, it relies on its clients having obtained the consent of those individuals to the collection, use and disclosure of his or her personal information. It also relies upon its clients drawing the points set out in this statement to the individuals attention. If a client cannot provide this undertaking then NetMap is not able to engage the client.
9. The kinds of information collected by NetMap includes contact details, transactional information, financial information, information about customer preferences, and marketing information generally, and information required by NetMap to undertake services required by you when:
  - (a) you engage the organisation so that NetMap may provide you with data analysis; consulting services; maintenance of your NetMap licensing installation;
  - (b) a NetMap alliance partner engages NetMap on your behalf so NetMap may provide you with data analysis and/or consulting services. NetMap requires the alliance partner to comply with the NPPs to disclose the information to NetMap, or has received the prior consent from you to release the information to NetMap;
  - (c) When you send NetMap an e-mail, we collect information relative to undertaking the services you engage NetMap to do;
  - (d) NetMap collects information by electronic means either through our web site or when you send electronic data to NetMap for the purposes for which you have engaged NetMap.

## Why Does NetMap Collection Information and How is Your Information Used By NetMap?

10. NetMap collects the Information to provide you with a specific service. For example, we may use the Information you provide us to process your electronic data.
11. NetMap also uses the Information to send you information (either by e-mail or post) that you request. If at any time you receive material that you did not request or do not want to receive such material any more, see **Correcting and Updating Your Profile** below.

## How Does NetMap Disclose Personal Information?

12. NetMap will not sell, rent, trade or otherwise supply to third parties any information including the customer provided personal information obtained from you unless you consent in writing.
13. NetMap uses certain personal information to market, promote and deliver NetMap product information to organisations. For example, a current NetMap client may be contacted by a potential NetMap client in connection with a reference site for a certain NetMap product. If you do not want your information used as a basis for this, NetMap will respect your wishes having sought your permission beforehand.
14. Information used by NetMap for these purposes may be received, stored, processed, managed, administered, secured, or transmitted, either electronically or physically, on a server or local computer, in temporary or permanent records. NetMap will always use and keep this information in accordance with your wishes and in compliance with the law.

## How Will NetMap Keep Your Personal Information Secure?

15. NetMap has security measures designed to protect against the loss, misuse and/or alteration of the Information under its control.
16. These security measures include:
  - (a) Access to information being restricted to only those personnel required to process your data.
  - (b) NetMap servers are protected by a firewall and passwords, and are located in a restricted access facility. Only personnel involved in the administration of our technical facility have access to the passwords.
  - (c) Externally contracted technical service providers do not have access to passwords.
  - (d) Back up data is stored at a security facility off-site and is encrypted.
  - (e) All employees and contractors are required to sign confidentiality statements relative to client data.
  - (f) All portable laptops have power on and log on passwords. It is mandatory that the log on password is changed every 45 days.
  - (g) All passwords must comply with password complexity tests.
17. In certain circumstances NetMap may disclose or use information about you without your consent, for example where disclosure is required or authorised by law or there is a serious threat to life or public safety.

## Correcting & Updating Your Information

18. NetMap protects the quality and integrity of the information kept about you. If we hold information about you, and you can establish that it is not accurate, complete, and/or up to date, NetMap gives you the following options for accessing and modifying information previously provided:
- (a) You may gain access to Information that NetMap has collected about you, by contacting the person named below. We will not charge you for responding to such a request, unless we incur costs in providing the information.
  - (b) You may update/change/correct your information by e-mail notification to the person named below.
19. Please note that in certain circumstances under the Privacy Act 1988, NetMap may refuse access to your information, for example, if providing access would be unlawful or providing access would have an unreasonable impact upon the privacy of others.

## Contacting

20. If you have any questions about this Privacy Policy, you should contact:
- Lois Wake  
Privacy Officer  
NetMap Analytics Pty Limited  
Suite 3, Level 3  
52 Atchison Street  
St Leonards  
NSW 2065  
Tel: +61 2 8436 8614  
Fax: +61 2 9438 5911  
Email: [lwake@netmap.com.au](mailto:lwake@netmap.com.au)