

Privacy Policy

1. Who are we?

AxxSe Pty Ltd A.C.N. 641 051 470 and AxxS Security Solutions Pty Ltd A.C.N. 647 587 139 ('us', 'we', or 'our') operates the axxstech.com website and the 'AxxS' mobile application (the 'Service').

2. Information Collection and Use

This page informs you of our policies regarding the collection, use and disclosure of your personal information when you use our Service. We will not use or share your information with anyone except as described in this policy.

We use your personal information for providing and improving the Service. By using the Service, you agree to the collection and use of your personal information in accordance with this policy.

What kind of information do we collect and store?

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to the following:

- your name, date of birth, phone number, postal address;
- bank account details and credit card details;
- identification documents such as driver's licence or passport;
- enquiries, complaints and records of interactions;
- registration and activity details relating to our online services including date and time of access, IP addresses and URL where you accessed our website from;
- tax file numbers;
- ABNs, insurance details and contact details;
- CCTV surveillance footage within our properties;
- any information that is required to be collected by law and in the necessary course of business; and
- any information that we consider will assist us to personalise the Service and enable you to enjoy the full functionality of the Service.

'Personal Information'

3. For what purpose do we collect, hold, use and disclosure your personal information?

The purpose for which we collect Personal Information is to provide you with the best service experience possible and for our internal business purposes that form part of normal business

practices. Some provision of Personal Information is optional. However, if you do not provide us with certain types of Personal Information, you may be unable to enjoy the full functionality of the Service.

We will only use for personal information for the purpose for which it was collected by us unless:

- (a) there is another purpose (secondary purpose), and that secondary purpose is directly related to the primary purpose and you would reasonably expect, or we have informed you, that your information will be used for that secondary purpose;
- (b) you have given your consent for your Personal Information to be used for a secondary purpose; or
- (c) we are required or authorised by law to use your Personal Information for a secondary purpose (including for quality improvements of the Service).

We may use your personal information to:

- (a) provide storage services to you;
- (b) to ensure security of the facility;
- (c) to establish your identity and assess your application for use of the Service;
- (d) to be able to contact you during the storage relationship;
- (e) to provide you with information about your account, including billing and provision of notices;
- (f) to provide you with information about our business and related entities, including promotions and social media;
- (g) to be able to answer questions from you about your account and our Services;
- (h) to manage our risk;
- (i) to communicate with you, including to send codes to authentic you and to assist you when providing the services;
- (j) to undertake appropriate searches, including a Personal Property Securities Register search in the event that you account goes into default;
- (k) to cooperate with enquiries from government and law enforcement bodies and comply with our legal obligations;
- (l) to improve and develop the services we can provide to you; and
- (m) to enforce our agreement with you.

Secondary purpose examples could include:

- (a) to contact you about our facilities, business developments, products and services which may be relevant to you, where you have provided us with consent to do so;

- (b) to appropriately manage our business, such as assessing insurance requirements and conducting audits;
- (c) to compile statistics regarding enquiries and customer information for purposes of improving our service, tailoring and marketing;
- (d) to assist in running our service, including quality assurance programs, billing improving the service, implementing appropriate security measures and training personnel; and
- (e) to effectively communicate with third parties and any related bodies corporate.

4. How do we collect personal information?

We will usually collect your Personal Information directly from you either face to face, over the telephone, via email, over the internet or through applications.

5. Log Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device ('log data'). This Log Data may include information such as your computer's Internet Protocol ('IP') address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

When you access the Service by or through a mobile device, this Log Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile internet browser you use and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this type of information in order to increase our Service's functionality. These third party service providers have their own privacy policies addressing how they use such information. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party service providers.

6. Location Information

If you give us permission to do so, we may use and store information about your location. We use this information to provide features of our Service, to improve and customise our Service. You can enable or disable location services when you use our service at any time, through your mobile device settings.

7. Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive.

We use 'cookies' to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our service.

We send a session cookie to your computer when you log into your user account. This type of cookie helps if you visit multiple pages on the service during the same session, so that you don't need to enter your password on each page. Once you log out or close your browser, this cookie expires.

We also use longer-lasting cookies for other purposes such as to display your content and account information. We encode our cookies so that only we can interpret the information stored in them. Users always have the option of disabling cookies via their browser references. If you disable cookies on your browser, please note that some parts of our Service may not function as effectively or may be considerably slower.

8. Double Click Cookie

Google, as a third party vendor, uses cookies to serve ads on our service. Google's use of the DoubleClick cookies enables it and its partners to serve ads to our users based on their visit to our Service or other websites on the internet. You may opt out of the use of the DoubleClick cookies for interest-based advertising by visiting the Google Ads' settings web page: <http://www.google.com/ads/preferences/>

9. Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related tasks or to assist us in analysing how our Service is used. These third parties have access to your personal information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

10. CCTV

We use camera surveillance systems (commonly referred to as CCTV) for the purposes of maintaining safety and security of its business premises and managed facilities. Those CCTV systems may also collect, and store personal information and we will comply with all privacy legislation in respect of any such information.

11. Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all of these communications from us by following the unsubscribe link or instructions provided in any email we send.

12. Compliance with Laws

We may disclose your Personal Information in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring or interfering (intentionally or unintentionally) with our rights or property, users or anyone else who could be harmed by such activities. We will disclose your Personal Information where required to do so by law or subpoena or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our service.

13. Business Transactions

If we sell or buy businesses or their assets, or engage in transfers, acquisitions, mergers, restructurings, changes of control and other similar transactions, customer or user information

is generally one of the transferable business assets and in such circumstances your Personal Information may be subject to such a transfer. In the unlikely event of insolvency, your Personal Information may be transferred to a trustee or debtor in possession and then to a subsequent purchaser.

14. Who might we provide your personal information to?

We may disclose your Personal Information to the following (this is not an exhaustive list):

- (a) third parties involved in providing services to you. When we share with these entities, it is for the purposes identified in this Policy and to provide the Services to you;
- (b) government law enforcement departments;
- (c) liquidators, administrators or other persons appointed to administer your financial affairs;
- (d) any one authorised by you;
- (e) any person who can demonstrate to our satisfaction a legal or equitable interest in any stored goods;
- (f) third parties contracted to provide services to us;
- (g) anyone authorised by you to receive your personal information (your consent may be express or implied);
- (h) anyone who we are required by law to disclose your personal information; and
- (i) our financiers and business partners.

We may also disclose your personal information to:

- (a) establish, exercise or defend a legal or equitable claim;
- (b) for the purposes of a confidential alternative dispute resolution;
- (c) to lessen or prevent a serious threat to any individual's life, health or safety or to public health or safety and it is unreasonable or impracticable to obtain your consent; and
- (d) where necessary for us to take appropriate action in relation to a reasonable suspicion of unlawful activity, or misconduct of a serious nature.

15. International Transfer

Your information, including personal information, may be transferred to, and maintained on, computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Australia and choose to provide information to us, please note that we transfer the information, including Personal Information, to Australia and process it there. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

We provide information to affiliates and third party providers to allow us to provide the Services to you. Some of these third party providers may move your Personal Information from the state, province, country or other governmental jurisdiction in which the Services are provided. Any provision of Personal Information to these parties will be subject to their Privacy Policy and their terms of use. Should you wish to obtain further information on these policies you should contact such providers direct.

16. Access and Correction

You have a right to access, and correct, the Personal Information we hold about you. If you would like to obtain such access, please contact us on the details outlined in Item 26 below.

Please note that the access and correction requirements under this Privacy Policy operate alongside and do not replace other informal or legal procedures by which an individual can be provided access to, or correction of, their personal information, including the requirements under the *Freedom of Information Act 1982 (Cth)* and *Privacy Act 1988 (Cth)*.

17. Retention of Information

We retain information for as long as required, allowed or we believe it useful, but do not undertake retention obligations. We may dispose of information in our discretion without notice, subject to applicable laws that specifically require the handling or retention of information. You must keep your own, separate back-up records.

18. Links to Other Sites

Our service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

19. Children's Privacy

We collect limited information on persons under 18 years of age for the purpose of delivering packages to them. If a parent wishes us to remove a child from our system via a support request we will only record their name and mobile phone number to 'opt out' a user for any future deliveries.

20. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on the website.

21. Consent

You warrant that you are able to give consent under the laws of Australia or, in the event that you do not have the capacity to give consent, you warrant that your guardian or attorney is able to give any consent required under this Privacy Policy on your behalf. You hereby expressly and voluntarily grant your informed consent to us to deal with your Personal Information in accordance with the terms and conditions of this Privacy Policy. Should you retract your consent, please contact us. If you retract your consent, you acknowledge and

agree that failure to provide certain types of Personal Information may not give you access to the full functionality of the Service.

22. Security

The security of your Personal Information is important to us, however, you should be aware that no method of transmission over the internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

23. Australian Privacy Principles

Despite any terms contained in the Privacy Policy above, we reserve the right to use, store and disclose your personal information as permitted by the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)*.

24. Complaints

If you have a complaint about our information handling practices or consider we have breached your privacy, you can lodge a complaint.

In order to lodge a complaint with us, please contact our Privacy Officer using the details outlined in Item 25 below with the following information:

- Your name and address;
- Details of the alleged breach of privacy; and
- URL link to the alleged breach of privacy (if applicable).

Please allow us 30 days to investigate your complaint, after which we will contact you to attempt to resolve the issue.

We will use our best endeavours to resolve any complaint to your satisfaction. However, if you are not satisfied with our response, you are entitled to contact the Office of the Privacy Commissioner (OAIC) who may investigate your complaint further.

Office of the Privacy Commissioner (OAIC) Contact Details

Telephone: 1300 363 992
Telephone (outside of Australia): +61 2 9284 9749
Email: enquiries@oaic.gov.au
Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>
ost: Office of the Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001

25. Contact Us

You can contact us about any privacy issues as follows:

The Privacy Policy Officer

AxxSe

Address: The Annex, Level 8, 12 Creek Street, Brisbane

Email: info@axxstech.com