

PRIVACY POLICY

POLICY FOR HANDLING PERSONAL INFORMATION

1. Your rights in relation to privacy

Reliable Software Solutions Pty Ltd (RSS) recognises and respects the importance of protecting the privacy of an individual's personal information. This statement sets out how RSS aims to protect the privacy of your personal information, your rights in relation to your personal information managed by RSS and the way RSS collects, holds, uses and discloses your personal information.

In handling your personal information, RSS will comply with the Privacy Act 1988 (Cth) (Privacy Act), the 13 Australian Privacy Principles in the Privacy Act and where relevant, the Credit Reporting Code. This policy statement may be updated from time to time.

2. What kinds of personal information does RSS collect?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of RSS's products and services, RSS may collect your personal information.

Generally, the kinds of personal information RSS collects are:

- contact and identification information such as your name, company name, business street and postal address, business telephone and facsimile number, business email address or other personal contact details;
- professional information including your job responsibilities;
- consumer credit information (provided the collection is expressly consented to and for a purpose related to an application for commercial credit), being credit-related personal information lawfully created and accessible within the Australian credit reporting system including:
 - identification information;
 - consumer credit liability information including information about credit accounts and credit limits;
 - repayment history information;
 - information about credit defaults;
 - credit eligibility information, which is information about you that RSS obtains from a credit reporting body, together with information RSS derives from such information based on its own analysis; and
 - any other information lawfully obtainable within the Australian credit reporting system.

In connection with your personal information, RSS may also collect information about your payment and shipping preferences for purchases and any special interests in products or industries.

In some circumstances RSS may also hold other personal information provided by you.

3. How does RSS collect personal information?

Generally, RSS collects your personal information directly from you, through:

- registering with RSS on its website;
- completing order entry purchases;
- completion of online or hard-copy application forms including but not limited to:
 - credit and insurance application forms with RSS;
 - job application forms;
 - a 'Request a Quote' form, quotes, invoices; and
- other exchanges with RSS through face-to-face meetings or via email, telephone or facsimile.

There may be occasions when RSS collects your personal information from other sources such as from an information services provider, credit reporting agency or a publicly maintained record. Generally, RSS will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you.

4. Why does RSS need your personal information?

RSS collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of:

- selling, hiring, buying, servicing and performing warranty work in respect of equipment and spare parts, whether new or used;
- evaluating applications for, and providing, commercial credit in relation to equipment and parts and services;
- accounting, billing and other internal administrative purposes;
- identifying and informing you of products and services that may be of interest to you from RSS or selected third parties; and
- any other legal requirements.

Where personal information is used or disclosed, RSS takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed. You are under no obligation to provide your personal information to RSS. However, without certain information from you, RSS may not be able to provide its products and/or services to you.

5. To whom does RSS disclose your personal information?

RSS discloses your personal information for the purpose for which RSS collects it. That is, generally, RSS will only disclose your personal information for a purpose set out at paragraph 4. This may include disclosing your personal information to RSS's subcontractors and third parties engaged to perform administrative or other services for the purposes of:

- processing customer orders and delivering and supplying products and services;
- data processing and market research services;
- marketing RSS's products and services;
- regulatory and compliance purposes;
- updating of credit information to credit reporting agencies;
- resale and valuation services; and
- underwriting, assessing and administering insurance risk and claims.

This disclosure is always on a confidential basis. RSS may also disclose your personal information with your consent or if disclosure is required or authorised by law.

6. Direct marketing

RSS may use your personal information in order to inform you of products and services of RSS that may be of interest to you. In the event you do not wish to receive such communications, you can opt-out by contacting RSS via the contact details set out in paragraph 10 or through any opt-out mechanism contained in a marketing communication to you.

7. Security of your personal information

RSS takes steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. RSS holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

RSS uses Secure Sockets Layer (SSL) encryption, when collecting or transferring certain personal information such as financial information, which is designed to make the information unreadable by anyone other than RSS. SSL encryption functionality is evidenced by either the symbol of an unbroken key or closed lock (depending on your browser) being visible at the bottom of your browser window.

RSS will destroy or de-identify personal information in circumstances where it is no longer required, unless RSS is otherwise required or authorised by law to retain the information.

8. Can you access and correct the personal information that RSS holds about you?

RSS takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your personal information that is collected and held by RSS. If at any time you would like to access or correct the personal information that RSS holds about you, or you would like more information on RSS's approach to privacy, please contact RSS via the contact details set out in paragraph 10 below. RSS will grant access to the extent required or authorised by the Privacy Act or other law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

To obtain access to your personal information:

- you will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individual and that the privacy of others is protected;
- RSS requests that you be reasonably specific about the information you require; and

In some circumstances (which are outlined below) we may refuse to give you access to personal information and in these circumstances we will explain why. You may complain about our refusal to grant you access to your personal information directly with the Office of the Australian Information Commissioner.

RSS will endeavour to respond to your request to access or correct your personal information within 30 days from your request.

8.1 When will access to your personal information be denied

Access will be denied if;

- RSS reasonably believes that giving the information would pose a serious threat to the life, health or safety of an individual or to public health and safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous or vexatious;
- the request relates to existing or anticipated legal proceedings and is not available by the process of discovery;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice enforcement related activities of an enforcement body;
- access would reveal evaluative information of “a commercially sensitive”, decision making process, or information; or
- any other reason that is provided for in the Australian Privacy Principles (APPs) set out under the Privacy Act.

Where possible, RSS will favour providing you with access to your personal information.

9. Online information - what kinds of non-personal information does RSS collect and why?

9.1 How does RSS collect information?

RSS automatically receives some non-personal information when you visit RSS’s website including:

- the name of the domain from which you access the Internet;
- the Internet protocol (IP) address of the computer you are using;
- the browser software you use and your operating system;
- the date and time you access RSS’s website;
- the geographic location from which you access RSS’s website; and
- the Internet address of the website from which you linked directly to RSS’s website.

RSS uses this information to monitor the usage of its website. All of the information RSS automatically captures provides RSS with the ability to enhance its customers' search and to determine aggregate information about its user base and usage patterns.

When you click on a link or banners on RSS’s website that takes you to a third-party website (i.e. a website which is not controlled by RSS), you will be subject to the third party’s privacy policy. While RSS supports the protection of privacy on the Internet, RSS cannot be responsible for the actions of a third-party website. RSS encourages you to read the posted privacy statement on any and every website you visit, whether you are linking from RSS’s website or browsing on your own.

9.2 Does RSS use electronic mechanisms such as “cookies”?

RSS uses data collection devices such as “cookies” to deliver customised visitor experiences and to analyse website user metrics. “Cookies” are small files placed on your hard drive that assist RSS in providing its services. Most cookies are “session cookies”, which means they are automatically deleted from your hard drive once you close your browser. You may encounter cookies or other data collection devices that are placed by third parties. RSS does not control the use of cookies by third parties.

RSS also capture metrics on the number of visitors to its sites for use in server capacity needs.

10. How to contact RSS

For further information or enquiries regarding your personal information, or if you would like to opt-out of receiving any promotional communications, please contact RSS's Privacy Compliance Officer at:

Privacy Compliance Officer

Reliable Software Solutions Pty Ltd

Shed 28, 35 Ingleston Road, Wakerley QLD 4154

T: (07) 3160 9344

E: support@reliablesoftware.com.au

11. Privacy complaints

Please direct all privacy complaints to RSS's Privacy Compliance Officer. At all times, privacy complaints:

- will be treated seriously;
- will be dealt with promptly;
- will be dealt with in a confidential manner; and
- will not affect your existing obligations to RSS or affect the commercial arrangements between you and RSS.

RSS's Privacy Compliance Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Federal Office of the Australian Information Commissioner.