



**EXACT  
SECURITY**



## **Internet Privacy Policy (2020)**

Exactpro Pty Ltd (T/As Exact Security)  
Level 4, Suite A, 4.09. 5 Celebration Drive, Bella Vista  
**NSW 2153. Ph: 8603 5000**  
Master Licence No: 410026174



# Exact Security - Internet Privacy Policy

## Document Control

Version	Description of Change	Date	Author	MD Approval
1	Implementation of new Internet Privacy Policy as new company website is developed.	21/1/2020	M. Cowan	S. Van Zwieten 1/3/2020
2				
3				

## 1. Purpose of the Policy

Exact Security is committed to providing quality services to its clients and users of its website and this this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

## 2. Policy Statement

Exact has adopted the Australian Privacy Principles ('APPs') contained within the *Privacy Act 1988* (C'th). The APPs govern the way in which we collect, use, disclose, store, secure and the procedures as to how we use or dispose of your Personal Information.

Information collected by Exact Security in relation to visitors to our website – [www.exactsecurity.au](http://www.exactsecurity.au) is primarily used for the express purpose of delivering communications to you from Exact Security and its strategic technology partner Exact Technologies.

*(Please Note: A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aoic.gov.au](http://www.aoic.gov.au))*

## 3. Definitions and Abbreviations Used

<b>APPs</b>	Australian Privacy Principles (12/3/2014)
<b>Personal Information</b>	Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion". (Section 12 of the <i>Information Privacy Act</i> ) (2009). Personal information may include:

	<ul style="list-style-type: none"> <li>• an individual's name, signature, address, phone number or date of birth</li> <li>• sensitive information</li> <li>• credit information</li> <li>• employee record information</li> <li>• photographs</li> <li>• internet protocol (IP) addresses</li> <li>• voice print and facial recognition biometrics</li> <li>• location information from a mobile device)</li> </ul>
<b>Policy</b>	Principles which govern company decision-making.
<b>Procedures</b>	Functional steps used to implement policies.

#### 4. APP Entity Details

Exactpro Pty. Ltd. (Trading as Exact Security) ACN 145614599  
Address: Level 4, Suite A, 4.09. 5 Celebration Drive, Bella Vista NSW 2153  
Postal Address: Po Box 7884 Baulkham Hills NSW 2153.  
Ph: 8603 5000

#### 5. Privacy Policy

Exact Security established the company website as an open source that is free to use at no cost to you and is intended for use as is and to provide relevant company information as to its client services it offers.

This Policy is used to inform website visitors regarding the use, collection and disclosure of Personal Information and if you seek to use our services provided. There is no obligation for you to do so.

##### 5.1 Privacy Compliance

In compliance with the APPs, Exact discloses:

- *The Company name and full contact details;*
- *The kinds of personal information it collects and stores (if any);*
- *How it collects personal information and where it is stored (if it is);*
- *The reasons why they need to collect personal information;*
- *How it will use and disclose personal information;*
- *How you can access your personal information, or ask for a correction;*
- *How to lodge a complaint if you think your information has mishandled, and how Exact will handle your complaint; and*
- *If information is to be disclosed outside Australia and the country Exact is likely to disclose the information to.*

## 5.2 Personal Information – Collection

Exact may collect your personal information as part of our normal business operations and to meet our legal obligations. Personal information will usually be collected directly from you (such as if you make a direct inquiry by using our website contact details) but may at times be collected from a publicly available source or a third party.

If you seek to make an enquiry through our website, we may collect necessary details to contact you directly, such as your name and contact details (usually through an email address and mobile or another phone number). This is so we may contact you in response to any services we may offer to a potential client, our current clients, sub-contractors, suppliers or other entities who may wish to contact Exact Security about any matter.

## 5.3 Information Collection – Using our Website including Use of Cookies

Whenever you use the Exact Security website, (or any other website), the computer on which the web pages are stored automatically. Consequently the 'Website' server needs to know the network address of your computer so that it can send the requested web pages to your Internet browser.

The unique network address of your computer is called its “IP address,” and is sent automatically each time you access any Internet site. From a computer’s IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous, but any online data may be collected using a cookie or other means. You should note that browsers can be set to accept or reject cookies and is an option you may consider about the management of 'cookies'.

Notwithstanding, Exact does not keep or seek any access to any specific record of the IP addresses from which users access our site, except as stated above where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when submitting an on-line enquiry form as discussed above. After completing and submitting the form, your IP address will be stored along with a transaction number that allows us to track the communication. Exact does not intentionally

## 5.4 Personal Information – Use and Disclosure

Exact may use personal information:

- *To contact you if requested by you when submitting the online enquiry form;*
- *For the conduct of our business, services and activities or to respond to you in a manner you consent to;*
- *To provide information and services for clients or potential clients;*
- *To interact internally with our operations, consultants or other employees;*
- *Where required to by law enforcement or required to by law of service of legal process;*
- *To review effectiveness, use (or statistics) as to the levels of access of the Exact Security website; and*
- *For Quality Management purposes. (Exact is an ISO 9001 Certified Company) and subject to yearly audits.*

Exact may disclose personal information:

- *Internally to Exact management, employees or externally to sub-contractors (providing security staff) if required or authorized on behalf of a client or potential client or client to seek further*

*advice or consultant services (such as for training) or for technical electronic security advice from the Exact Technologies. (Exact Home & Small Business).*

*(Note: If Exact is requested to interact with external service providers, Exact will take reasonable steps to ensure those parties comply with the Australian Privacy Principles and the Privacy Act 1988, but does not accept responsibility for the misuse of personal information by external parties.)*

- *Where required by law or to any law enforcement agency by way of formal legal process (e.g subpoena); and*
- *Outside Australia if authorised and Exact will disclose where the personal information may be referred (i.e. location and country) prior to disclosure.*

## **5.5 Personal Information – Storage and Security**

Confidentiality of security services and Exact's client information is paramount. Therefore, Exact undertakes to take reasonable steps to keep personal information secure from unlawful access, misuse or dissemination. Exact also requires all employees and contractors to comply with confidentiality requirements associated with their positions and in the protection of personal or sensitive business information as a normal part of its operations.

Exact would normally hold personal and business information within its internal computer systems and including electronic databases, digital archives, telephone recordings (if contacted by telephone such as digital display of mobile numbers automatically stored on such devices) and paper-based documentation.

Exact is required by law to retain certain information pertaining to the provision of security services for a minimum of three years (e.g. incident registers and sign-on records) (either by hard or soft copies) but when no longer required by law may take reasonable steps to delete those records.

## **5.6 Personal Information – Access and Correction**

Should you require any access to information about you that may be held by Exact Security, you may request access by contacting Exact Security on Ph: 8603 5000, 1300 339 228 or email to [info@exactsecurity.com.au](mailto:info@exactsecurity.com.au).

If required you may seek any correction or changes to personal information held and should you have any compliant or queries about the information held, please contact Exact Security on the abovementioned details.

## **6. Further Inquiries**

Customer service and confidentiality are pivotal to the role of Exact Security. It is therefore important to understand that any information collected by Exact Security in relation to visitors to our website – [www.exactsecurity.au](http://www.exactsecurity.au), is used for the express purpose of delivering communications about us or our services we can provide from either from Exact Security or its strategic technology partner, Exact Technologies. To this end Exact welcomes any inquiries about any of its client services or questions about its Privacy Policies.

**S. Van Zwieten**  
**Managing Director**  
**Exact Security**