

IncoDocs Privacy Policy

Updated September 2018

Your privacy is important to us, which is why we've created this Privacy Policy. Our Privacy Policy (together with our Terms available at www.incodocs.com/terms-and-conditions.pdf) sets out what information we collect about you, how we use the information we collect, how we share the information we collect, how we transfer your information internationally and how you can access and control your information. Please read the following carefully to understand our views and practices regarding your Personal Information and how we will treat it.

Definitions

In this Privacy Policy, the following definitions apply:

- any reference to '**IncoDocs**', '**us**', '**we**' or '**our**' means IncoSolutions Pty Ltd ACN 614 905 092;
- **GDPR** means the General Data Protection Regulation;
- **Personal Information** means any information relating to an identified or identifiable natural person and includes information that you provide to us directly, information that we collect from third parties and information that we collect from your device;
- **Platform** means the software platform operated by us;
- **Site** means a website operated by us and includes <https://www.incodocs.com> and any other domain that we may use from time to time.

How do we collect non-Personal Information?

When you visit our Site or use our Platform, we collect non-Personal Information from you including, without limitation, which sections of the Platform or Site are most frequently visited, how often and for how long. This data is always used as aggregated, non-Personal Information.

What Personal Information do we collect?

We collect the following types of information about you:

Information that you provide to us directly

(A) Registering for our Platform

When you register as a user of our Platform, we request that you provide following information (which includes Personal Information):

- full name;
- email address; and
- the name, country and contact number of the company you work for.

If you choose not to provide us with the above information, we will be unable to provide you with access to the Platform.

(B) Additional information

When you register as a user of our Platform, you may also choose to provide the following information (which includes Personal Information):

- a description of your business;
- your reason for using our Platform;
- a profile picture; and
- your digital signature.

If you choose not to provide us with the above information, you will still be able to access the Platform but it will not be optimized for your use.

If you choose to subscribe for our paid services, we will also ask you to provide us with your credit card details and billing address.

(C) Third party Personal Information

Our Platform allows you to add the following Personal Information belonging to your business contacts:

- full name
- phone number and address of the company they work for; and
- email address.

Please refer to our Terms for an explanation of your obligations when you provide us with Personal Information belonging to your business contacts.

Device information

When you use our Platform or visit our Site, we automatically collect certain information through our use of “cookies”, web beacons, device identifiers and other technologies. The information we collect includes:

- your IP address;
- your operating system; and
- software performance data.

You can control or reset your cookies through your web browser and, if you choose to, you can refuse all cookies. However, some of the features of our Site may not function properly if you disable the ability to accept cookies.

How do we use your Personal Information?

We use the information we collect about you for the following purposes:

- **Providing our products and services.** We use the information that you provide to us to provide our products and services. This includes allowing you to create an account with us and to log in to your account, giving you access to your contacts and product information, recognising you across different devices and billing you when you register for our Platform.
- **Communicating with you.** We use your contact information to send communications to you about important changes or updates to our products and services. When in line with the preferences you have shared with us, we also provide you with information or advertising relating to our products and services.
- **Performing data analytics.** We use the information about you to help us improve our products and services, including by generating analytics about how our customers browse and interact with the Site and to assess the success of our marketing and advertising campaigns.
- **Customising our products and services for you.** We use information about you to make sure that the Site and our products and services are customised to your needs.
- **Keeping our Platform and Site secure.** We use information about you to screen for potential risk and fraud, and to identify violations of this Privacy Policy or our Terms.
- **Where required by law.** We will use or disclose your information where we reasonably believe that such action is necessary to: (a) comply with the law and the reasonable requests of law enforcement or a government authority; (b) to enforce our Terms or to protect the security and integrity of our Platform and Site; and (c) to exercise or protect the rights, property or personal safety of IncoDocs, our customers or others.
- **Where you have given your consent.** We may seek your consent to use your information for a particular purpose. Where you give your consent for us to do this, we will use your information in accordance with that purpose. You can withdraw your consent to these uses at any time.

For Personal Information subject to the GDPR, we rely on the following legal bases to process this information:

- where you have given your consent for us to use your information;
- where the processing is necessary to perform a contract that we have with you, for example when you purchase our products or services;
- our legitimate business interests, such as improving and developing our products and services and marketing new features or products (but only where our legitimate interest isn't overridden by your interest in protecting your Personal Information); and
- where it is necessary for compliance with our legal obligations.

You may at any time refuse to provide the Personal Information that we request. However, this may limit or prohibit our ability to provide our products and services to you. You may withdraw your consent for us to process your Personal Information at any time by contacting us in accordance with our 'Contact us' section below.

Who do we disclose Personal Information to?

Outside of authorised personnel employed by us, we only share your Personal Information with third parties that meet the data privacy conditions described in this Privacy Policy. These third parties help us use your Personal Information, as described above, and include:

- **Service providers.** We share Personal Information with a limited number of our service providers. The categories of service providers that we may share Personal Information with are:
 - (a) data analytics providers;
 - (b) cloud storage providers;
 - (c) marketing, advertising and communications providers; and
 - (d) infrastructure and IT service providers.
- **Corporate transactions.** In the event that we enter into, or intend to enter into, a transaction that alters the structure of our business, such as a reorganization, merger, sale, joint venture, assignment, transfer, change of control, or other disposition of all or any portion of our business, assets or shares, we may share Personal Information with third parties for the purpose of facilitating and completing the transaction.
- **Compliance and harm prevention.** We share Personal Information if we believe it is necessary: (i) to comply with applicable law; (ii) to enforce our contractual rights; (iii) to protect the rights, privacy, safety and property of IncoDocs, you or others; and (iv) to respond to requests from courts, law enforcement agencies, regulatory agencies and other public and government authorities.

International transfers of Personal Information

Your Personal Information will be transferred to third parties including to persons and businesses located in Australia, the United States of America and other countries where the privacy laws may not be as protective as those in your own country. These transfers are made in order to assist us to provide you with the products and services and/or to improve the products and services we offer you. When we transfer information to countries other than your own, we take reasonable steps to ensure that the recipients of such information do not breach our Privacy Policy by entering into contractual arrangements with such third parties.

International transfers of Personal Information (for users in the EEA)

For our customers in the European Economic Area (EEA), where we transfer your Personal Information to a third party provider that is not located in the EEA and is not subject to an adequacy decision by the EU Commission, we will require those third party providers to enter into an agreement that provides appropriate safeguards for your information. From time to time we may also seek your consent to transfer your Personal Information to a third country outside the EEA.

Changing or deleting your Personal Information

You may update certain account information such as your name and email address by logging into your account and changing your profile settings. You can also stop receiving promotional email communications from us at any time by clicking on the “unsubscribe link” in the relevant communication.

You may also access, review, update, rectify or delete your Personal Information by contacting us. We will respond to all requests within 30 days. Please note that deleting your Personal Information may limit our ability to provide the service to you

We may limit or reject your request in certain cases, including without limitation where the burden or expense of providing access would be disproportionate to the risks to your privacy in the case question, where the rights of other persons would be violated or as required by law or governance purposes.

If you need further assistance regarding your access and control of your Personal Information, please contact us.

Security

Although no method of transmission over the Internet or electronic storage is 100% secure, we follow generally accepted industry standards to protect the Personal Information submitted to us, both during transmission and once we receive it (including encryption and password protection). Each of our employees is aware of our security policies, and your information is only available to those employees who need it to perform their jobs.

Data Retention

When you register for the Platform, we will maintain your Personal Information, and other personal information you have provided, for our records because we need this information to operate the accounts you have with us, to deliver our products and services to you and for the other purposes set out in the ‘What Personal Information do we collect?’ section. We will retain this information unless and until you ask us to delete this information.

Changes to our Privacy Policy

We reserve the right to modify this Privacy Policy at any time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. If we make material changes to this Privacy Policy you will be notified via email (if we have your contact information) or otherwise in some manner through our services that we deem reasonably likely to reach you.

Any modifications to this Privacy Policy will be effective upon our publication of the new terms and/or upon implementation of the new changes to our services (or as otherwise indicated at the time of publication). In all cases, your continued use of our Platform or Site after the publication of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

Additional rights for EEA customers

If you are a resident of the European Union for the purposes of the GDPR, then in addition to what is set out above, the following applies to you.

IncoDocs is a data controller and processor for the purposes of the GDPR. We rely on your consent, as well as our legitimate business interests and the performance of any contract we have with you, to process your Personal Information in accordance with this Privacy Policy.

In providing our products and services to you, we may make use of a number of automated processes using your Personal Information and your activity on our Platform and Site as tracked by us, in order to provide optimised services to you.

In addition to your rights set out above, you may:

- update or rectify any of the Personal Information we hold about you, in the manner described in the 'Changing or Deleting your Personal Information' section above;
- withdraw your consent to our use of our Personal Information as described in this Privacy Policy. This can be done by contacting us directly, using the details set out in the 'Contact us' section;
- request that we provide you with a copy of the Personal Information we hold about you in a portable and machine readable form or share your Personal Information with a nominated third party. This can be done by contacting us directly, using the details set out in the 'Contact us' section.

If you are unhappy with our data practices, you also have a right to lodge a complaint with your local supervisory authority.

Contact us

Thank you for taking the time to read this. Please don't hesitate to get in touch if you have any queries about the use of your private information – email us at info@incodocs.com.