

infra365 Pty Ltd ACN 688 808 620

Privacy Policy

Company Information infra365 Pty Ltd

ACN: 688 808 620

Privacy Commitment At infra365 Pty Ltd, we are fully committed to safeguarding your privacy. We adhere strictly to the provisions of the Privacy Act 1988 and the Australian Privacy Principles (APPs). Further information about these principles can be found on the Office of the Australian Information Commissioner (OAIC) website.

Personal Information Handling We are committed to handling your personal information responsibly and in accordance with this Privacy Policy or as otherwise notified to you. Personal information refers to data that can be used to identify or ascertain the identity of individuals.

Definitions "You" refers to individuals or entities who access or use our Software, Services, and Website. "Corporate User" refers to entities that provide access to our Software, Services, and Website to their employees or other authorised users. "Related body corporate" is defined per the Corporations Act 2001 (Cth). "Software, Services, and Website" encompass the various offerings and platforms developed and modified by infra365 Pty Ltd. "We," "us," and "our" refer to infra365 Pty Ltd and its associated related bodies corporate. **Use of Personal Information** Your personal information is collected and utilised for a variety of purposes, including but not limited to:

Verifying your identity Providing you with our products and services Granting you access to our Software, Services, and Website Notifying you about new or modified services Conducting creditworthiness and fraud checks Engaging in research and development activities Conducting marketing activities Ensuring compliance with legal obligations **Disclosure of Personal Information** We may disclose your personal information to:

Our related body's corporate Users who provide you access to our services Law enforcement agencies Other organisations as necessary for specific purposes as outlined in this policy **International Data Transfers** Your personal information may be transferred and stored outside of Australia. We ensure that international data transfers are conducted with appropriate data handling and security arrangements to safeguard your information.

Marketing Opt-Out You have the right to opt-out of:

Receiving marketing communications from us Having your information disclosed to third parties for marketing purposes **Third-Party Information** If you provide us with personal information about another individual, you must ensure that you are authorised

to do so. You are also responsible for informing that individual about how their information will be used and disclosed as described in this policy.

Accuracy of Information We strive to maintain the accuracy, completeness, and currency of the personal information we hold. If you believe any information we have about you needs to be corrected or updated, please let us know, and we will take reasonable steps to correct it.

Access to Personal Information You have the right to request access to the personal information we hold about you. There may be some exceptions to this right, and we may charge a fee to cover the cost of providing access. We will take reasonable steps to confirm your identity before granting access to your information.

Security and Internet We implement various security measures to protect your personal information from unauthorised access, misuse, or disclosure. However, please be aware that no internet transmission can be guaranteed to be entirely secure or error-free.

Use of Cookies Our software, services, and website use cookies to enhance your user experience. Information collected via cookies is protected in accordance with our privacy practices.

Call and Meeting Recordings All incoming and outgoing calls to infra365 Pty Ltd are recorded for training and quality assurance purposes. All Microsoft Teams calls and meetings with infra365 Pty Ltd are also recorded for training and quality assurance purposes. **Privacy Policy Changes** We reserve the right to amend this Privacy Policy at any time. Any changes will be reflected in the latest version of the policy, which will be available on our website or upon request.

Contact Information If you have any questions or concerns regarding this Privacy Policy, please do not hesitate to contact us.