

PRIVACY STATEMENT

INTRODUCTION

This notice applies across all websites we own and operate and all services we provide, including our online products and any other services we may offer (for example, events or training). For the purpose of this notice, we'll just call them our 'services'.

When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, payment information, support queries and so on. If you can't be identified (for example, when personal data has been aggregated and anonymised) then this notice doesn't apply.

WHO ARE 'WE'?

When we refer to 'we' (or 'our' or 'us'), that means CAS Shield Pty Ltd (ACN 632 912 899) and all its wholly owned subsidiaries.

HOW WE COLLECT YOUR DATA

When you visit our websites or use our services, we collect personal data. The ways we collect it can be broadly categorised into the following:

INFORMATION YOU PROVIDE TO US DIRECTLY:

When you visit or use some parts of our websites and/or services we might ask you to provide personal data to us. For example, we ask for your contact information when you sign up for a free trial, request a demo, join us on social media, take part in training and events, contact us with questions or request support. If you don't want to provide us with personal data, you don't have to, but it might mean you can't use some parts of our websites or services.

INFORMATION WE COLLECT AUTOMATICALLY:

We collect some information about you automatically when you visit our websites or use our services, like your IP address and device type. We also collect information when you navigate through our websites and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you're using our websites and services so that we can continue to provide the best experience possible.

Some of this information is collected using cookies and similar tracking technologies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

INFORMATION WE GET FROM THIRD PARTIES:

The majority of information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as publicly available materials or trusted third parties like our marketing and research partners. We use this information to supplement the personal data we already hold about you, in order to better inform, personalise and improve our services, and to validate the personal data you provide.

Where we collect personal data, we'll only process it:

- to perform a contract with you,
- where we have legitimate interests to process the personal data and they're not overridden by your rights,
- in accordance with a legal obligation, or
- where we have your consent.

If we don't collect your personal data, we may be unable to provide you with all our services, and some functions and features on our websites may not be available to you.

HOW WE USE YOUR DATA

First and foremost, we use your personal data to operate our websites and provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

TO COMMUNICATE WITH YOU.

This may include:

- providing you with information you've requested from us (like training or education materials) or information we are required to send to you;
- operational communications, like changes to our websites and services, security updates, or assistance with using our websites and services;
- marketing communications in accordance with your marketing preferences; and
- asking you for feedback or to take part in any research we are conducting (which we may engage a third party to assist with).

TO SUPPORT YOU.

This may include assisting with the resolution of technical support issues or other issues relating to the websites or services, whether by email, in-app support or otherwise.

TO ENHANCE OUR WEBSITES AND SERVICES AND DEVELOP NEW ONES.

For example, by tracking and monitoring your use of websites and services so we can keep improving, or by carrying out technical analysis of our websites and services so that we can optimise your user experience and provide you with more efficient tools.

TO PROTECT.

So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our websites and services fairly.

TO MARKET TO YOU.

In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our own websites and services or through third party websites and their platforms.

TO ANALYSE, AGGREGATE AND REPORT.

We may use the personal data we collect about you and other users of our websites and services (whether obtained directly or from third parties) to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties.

HOW WE CAN SHARE YOUR DATA

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- other companies in the CAS Shield group of companies;
- third party service providers and partners who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the website or services, or to market or promote our goods and services to you;
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure;
- an actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business; or
- other people where we have your consent.

OTHER WEBSITES

Our website contains links to other websites. This privacy policy only applies to this website when you link to other websites you should read their own privacy policies.

INTERNATIONAL DATA TRANSFERS

When we share data, it may be transferred to, and processed in, countries other than the country you live in – such as Australia, where our data hosting provider's servers are located. These countries may have laws different to what you're used to. Where we disclose personal data to a third party in another country, we put safeguards in place to ensure your personal data remains protected.

For individuals in the European Economic Area (EEA), this means that your data may be transferred outside of the EEA. Where your personal data is transferred outside the EEA, it will only be transferred to countries that have been identified as providing adequate protection for EEA data (like Australia).

SECURITY

Security is a priority for us when it comes to your personal data. We're committed to protecting your personal data and have appropriate technical and organisational measures in place to make sure that happens. For further information, please contact us using the details set out in the Contact Us section below.

RETENTION

The length of time we keep your personal data depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you with a service you've requested or to comply with applicable legal, tax or accounting requirements).

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

YOUR RIGHTS

It's your personal data and you have certain rights relating to it. When it comes to marketing communications, you will only receive these emails if you have opted in. You may opt out at any time – just follow the unsubscribe instructions contained in the marketing communication, or send your request to privacy@casshield.com.

You also have rights to:

- know what personal data we hold about you, and to make sure it's correct and up to date
- request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to privacy@casshield.com.

If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@casshield.com. We will review and investigate your complaint, and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

CHANGES TO OUR PRIVACY POLICY

We keep our privacy policy under regular review and we place any updates on this webpage. This privacy policy was last updated on 22 September 2021.

HOW TO CONTACT US

If you have a question or feedback for us on this notice, or how we hold your personal data, please get in touch.

As a technology company, we prefer to communicate with you by email – this ensures that you're put in contact with the right person, in the right location, and in accordance with any regulatory time frames.

Our email is privacy@casshield.com.