

CMS PRIVACY POLICY

Climate Mapping Services Pty Ltd (referred to as “CMS,” “we,” “us” or “our”) offers specialised end-to-end climate mapping, modelling, and analytic services. This policy (the “Privacy Policy”) outlines the way we collect, store, use and disclose personal information. We respect your privacy and is committed to protecting your privacy online.

By using our website www.climate mappingservices.com.au (the “Website”), the CMS mobile applications (the “Applications”), the flood search reporting services (the “Services”), or by providing us with your information, you consent to us collecting, storing, using and disclosing your personal information in the manner described in this Privacy Policy.

We use third party applications on our Website (the “Third Party Applications”) provided by third party providers (some based outside of Australia) (the “Third Party Application Provider”) to collect, store, use, and disclose personal information, for example to process your payments, or to provide co-ordinates or imaging to an address that you search using our Website. This Privacy Policy does not apply to the practices of Third Party Application Providers nor to the Third Party Applications used on our Website. By using our Website, the Applications, or the Services, or by providing us with your information, you consent to the terms of the privacy policies (or equivalent) of those Third Party Application Providers (linked below), and you acknowledge and agree that CMS does not own or control any information collected by the Third Party Applications or by the Third Party Application Providers. Links to other websites are governed by their own policies.

If you do not accept this Privacy Policy, you should discontinue using the Website, the Application, and the Services.

1. PERSONAL INFORMATION THAT WE COLLECT AND STORE

We collect two types of user information in this Privacy Policy: personally identifiable information (the “Personally Identifiable Information”) and non-personally identifiable information (the “Non-personally Identifiable Information”).

Personally Identifiable Information is any information that can be used to uniquely identify, contact, or locate you.

Examples include a name, physical address, e-mail address, telephone number, credit card details, internet protocol (IP) addresses, or location information from a mobile device (because it can reveal user activity patterns and habits).

We collect only the Personal Information that you voluntarily provide to us, such as when you use the Website, Application, or Services, set up a profile, sign up for an offer, complete a survey or provide feedback. If you purchase the Services, you might also be asked to provide your credit card details and related information for verification and billing purposes.

You might also be asked for, or choose to provide, Non-Personally Identifiable Information, which refers to additional information about yourself that does not, specifically identify you. However, some information of this kind, such as your age, gender, geographic location and shopping preferences may be required (or merely requested) when you use the Website, the Application or register for the Services, and may be associated with your Personal Information.

If you decide to register through or otherwise grant access to a third-party network or Integrated Service such as Facebook, Google, or Braintree, we may also collect Personal Information that is already associated with your Integrated Service account. You may also have the option of sharing additional information with us through an Integrated Service. If you choose to provide such information, during registration or otherwise, you are giving us the permission to use, share and store it in a manner consistent with this Privacy Policy.

We may also automatically collect other types of Non-Personally Identifiable Information as you use the Website, the Application, or the Services, including technical information (such as your IP address,

mobile device ID, or browser type) and usage information (such as location data, preferred language, the parts of the Website or the Application you have visited, which links you have clicked and other information about how you interact with the Website, the Application, or use the Services). This information is anonymous, and is not associated with your Personal Information, although it may be associated with other pieces of anonymous information about you.

We may collect information about your movements throughout our Website or Application. For example, we can identify the pages on our Website that your browser requests or visits. This information can only identify you as an individual if you have chosen to identify yourself, for example, by registering on our Website or Application.

We do not collect sensitive information as defined in the *Privacy Act 1988*.

2. SECURITY OF INFORMATION

The security of our data is very important to us. When you enter sensitive information (such as a credit card number) on our Website or Application, we encrypt the transmission of that information using secure socket layer technology (SSL).

In order for payments to be processed, you may need to provide some necessary details to our payment processing agent(s). These include bank account, PayPal, credit or debit card details. These details will be stored externally (in encrypted format) on the servers of the payment processing agent(s).

We cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. We take commercially reasonable efforts in accordance with this Privacy Policy to ensure the security of our systems.

3. COOKIES & OTHER TRACKING FILES

Cookies are small files that a website or one of its service providers transfers to your computer's storage device via your Web browser (if your browser is configured to permit this) that enable its systems to recognise your browser and store certain information. We use "cookies" to collect information and improve our Website, Application and Services. We may use "persistent cookies" to save your user ID and password for your future logins. We may use "session ID cookies" to enable certain features of the Services, to better understand how you interact with the Website, Application, and the Services and to monitor aggregate usage and web traffic routing.

Depending on your web browser, you may have the ability to accept or decline cookies. If you choose to decline cookies, you may not be able to sign in or use other features of the Services that depend on cookies.

We integrate with tools made available by social media platforms such as Facebook , in order to offer social features such as content sharing. These companies may use cookies or other tracking technologies in order to recognise you when you use their tools in the future.

We maintain internal records of the usage of the Website, the Application, and the Services. Logs include information such as IP (Internet Protocol) address, browser type and version, and computer operating system. We use logs mainly for internal systems administration and diagnostic purposes, and to detect improper use of the Website, the Application, and the Services. Logs may also be used to generate aggregate, Non-personally Identifiable Information for advertisers or other third parties.

We do not use cookies, similar technologies, or its internal logs to associate your Personally Identifiable Information with data about your use of the site.

4. USE AND DISCLOSURE OF PERSONAL INFORMATION

This is how we use your personal information

We may use your Personally Identifiable Information in one of the following ways:

- To communicate with you.

- To allow you to use the Services, Website, or Application.
- To comply with our legal obligations.
- To improve our Services or to develop new services.
- To send you promotions, marketing material or other information about our business that we think you might be interested in (except when you tell us not to send you this type of communication).
- From time to time, we may use your personal information to provide you with information regarding our Services, offers, changes to our business or new products and services being offered by us or any company with whom we are associated. By accepting the Terms and Conditions, this Privacy Policy, and by providing us with information or using the Services, you agree to receiving marketing communications or materials of CMS and our related or shared entities or third party service providers dealing with CMS.
- If you do not wish to receive direct marketing information, you may at any time opt out by contact us at info@climatemappingservices.com.

We may use your Non-personally Identifiable Information in the following ways:

- To enable us to generate aggregate data about site traffic and site interaction.
- To show you advertisements most relevant to you.
- To make improvements to the Application, Website and Services or to develop new services.
- To inform business associates and advertisers about the size and characteristics of our audience and customer base.

This is how we may disclose your personal information

There are certain situations where it will be necessary for us to disclose some of your personal information.

We do not sell or trade your Personally Identifiable Information. We may disclose your Personally Identifiable Information to vendors who help us operate the Website or Application, conduct our business or provide the Services to you, such as credit card processors, customer service centres, or e-mail marketing providers. We require providers to keep your information confidential.

We may disclose Personally Identifiable Information, when we believe in good faith that the law requires such action, or when required to do so by order of a court or other compulsory legal process.

We may also share Personally Identifiable Information to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to safety of any person or to our business, or to prevent harm to the Website or Application.

We will be required to disclosure some of your Personally Identifiable Information when subject to an audit under contract by our flood map data providers.

We may otherwise, at our discretion, disclose your Personally Identifiable Information to a third party if it is necessary to provide you Services or if a dispute arises. Third parties can include people such as our IT service provider, our lawyers, a representative from our bank.

We may transfer your Personally Identifiable Information if we are acquired by or merge with another company. We will advertise this on our Website or we may send you email communications if this happens.

We may use or distribute information about you and your use of the Website, the Application, or the Services in ways that do not reveal Personally Identifiable Information. For example, we may share anonymous user information with advertisers and advertising networks to enable the display of targeted, relevant advertisements. We may also provide anonymous usage data or summary characteristics of our audience to potential partners and advertisers or post such information on publicly accessible areas of the Website.

5. ACCESSING OR UPDATING YOUR INFORMATION

If you are an account holder, the information that we hold about you can be accessed from within the Application or the Website. You can review and change Personally Identifiable Information there, and you can also set e-mail preferences for non-account or non-Service related e-mails, cancelling or deactivating your account. If you are having trouble accessing or updating your information please send us an email to info@climatemappingservices.com. You can otherwise access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information. If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Please note that anonymous information relating to your past usage of the Website, the Application, or the Services will remain in our archived records after your account has been deleted. This is so that we can comply with some contractual obligations with our flood map data providers, and for our business analysis purposes.

6. AMENDMENTS TO OUR PRIVACY POLICY

This Privacy Policy may change from time to time to comply with changes to our business or to comply with the Law. The updated policy will be posted on the Website or Application. You should visit the Website or Application periodically to read the latest version of this Privacy Policy. If you do not agree with the changes to the Privacy Policy, you should stop using the Website, Application and Services. By continuing to use our Website, Application or Services you are deemed to have accepted the changes to the Privacy Policy.

7. MAKING A COMPLAINT

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out under the 'Contact us' heading below. Please include your name, email address and/or telephone number that we can contact you at and clearly describe your complaint and how we can best resolve the complaint for you. We will acknowledge your complaint and respond to you within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

8. DISCLOSURE OF PERSONAL INFORMATION OUTSIDE AUSTRALIA

We may disclose personal information outside of Australia to Third Party Application Providers or business partners of CMS located in other countries.

9. OTHER PRIVACY POLICIES

The Website, Application and Services function with the incorporation of various application programming interfaces ("API's"). This means that we can stay current and ultimately keep the cost of Services low for you. This also means that when you provide us with your personal information you are also providing your personal information to our API providers. Each API provider has their own privacy policy (or an equivalent depending on which country they are based in). Please make sure you read our API provider privacy policies before you use our Website, Application or Services. By continuing to use our Website, Application or Services you are deemed to have accepted those API privacy policies, and you acknowledge and accept that CMS does not have control over our API providers or Third Party Application Provides and how they use your personal information.

Here are the links to the relevant privacy policies:

Google Maps - This Privacy Policy incorporates by reference the Google privacy policy, which may be viewed at <https://www.google.com/intl/en/policies/privacy/>.

Braintree Payments - This Privacy Policy incorporates by reference the Braintree privacy policy, which may be viewed at [Braintree Privacy Statement | Braintree Payments](#).

The Services may provide you with the ability to share content externally on Facebook, Twitter and other third-party websites and services. Your use of those sites and their use and display of the content that you share there is subject to their privacy policies and online terms of use and is not under the control of CMS.

Occasionally, we may include or offer third-party products or services on the Website or Application that include links to external websites. These third-party sites have separate and independent privacy policies and terms of service, which will govern the use of your personal information. While we are not responsible for the use of your information by third parties, we nevertheless seek to protect our users and the integrity of our Website, and we therefore invite your feedback about these sites.

10. Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us by sending an email to:

info@climatemappingservices.com.

Effective: 21 November, 2022