*Privacy Policy*

*Date Updated: 22/12/2020*

1. THIS PRIVACY POLICY

This Privacy Policy applies to each company listed in Section H below ("Company", “our”, "us" or "we"). It explains how we collect, use and disclose information about you.

This Privacy Policy applies to information which identifies you, or from which you can reasonably be identified, such as your full name ("personal information"). This Policy describes how we handle the personal information we collect when we provide our services. Our services include: digital services subscription, websites, mobile sites, and applications ("apps") (collectively, "Services").

1. WHAT INFORMATION IS COLLECTED?

Our Services generally do not require you to give us personal information. An exception to this is Account Information, where in some cases we will require personal information to create an account for one of our Services and includes, for example, your name and email address.

We may also make records of your Digital Footprint when using our Services, which includes device type, browser, IP address and session information.

1. HOW DO WE USE THE INFORMATION?

We use the information we collect about you to provide our Services to you. As part of our service to you we may use your personal information:

* to measure and improve Services and their features;
* to provide you with customer support; and
* to respond to your enquiries.

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

* *Research and data analysis*. We may also use your information for research and data analysis to improve Services. We may do this research or engage a service provider to do this.
* *To contact you*. From time to time, we may need to contact you in the administering of our Services.
* *To protect ours and others rights*. We may share your information with other third parties where we are lawfully entitled to do so (which includes where there is another instrument in place that prevents us from doing so). This includes when we have a reasonable basis to believe that sharing your information is necessary to:
  + protect, enforce or defend the legal rights, privacy, safety, or property of us, our related companies or their employees, agents and contractors (including enforcement of our agreements and our terms of use);
  + protect the safety, privacy, and security of users of the Services or members of the public;
  + protect against fraud or for risk management purposes;
  + comply with the law or legal process in any country; or
  + respond to requests from public and government authorities.
* *To complete a merger or sale of assets*. If we sell all or part of the business or assets, we may disclose your information to the party or parties involved in the sale transaction. We may also do this if we’re involved in a merger or transfer of all or a material part of its business. We may disclose your information prior to the sale, transfer or merger so that the party or parties involved can consider the transaction and complete any due diligence.

D) HOW WE PROTECT THIS INFORMATION

We use reasonable measures to safeguard the personal information we hold about you from loss, theft and unauthorised use, disclosure or modification, including:

* *System security*. We take reasonable steps to prevent unauthorised access to our online and computerised systems by using measures such as firewalls and password restricted access.
* *Third parties*. We take reasonable steps to ensure that third parties who store or assist us to store your personal information adopt appropriate security measures.

E) CAN I ACCESS MY INFORMATION

You can contact us via the contact details on our website in order to access the personal information that we hold about you. We may need to share your information with others who can help us respond to your request. We will try to respond to your request as soon as practical. If we refuse your request we will generally tell you why.

F) OTHER IMPORTANT INFO

- *Updates to Privacy Policy*. We may modify this Privacy Policy at any time. The date at the top of this Privacy Policy tells you when it was last updated. Any changes to this Privacy Policy become effective when we publish it online. If you do not agree with changes to this Privacy Policy, you may be able to terminate your account with us.

- *Location of Data*. Some Services are hosted in and managed outside of Australia. In dealing with us, you consent to this practice (unless another instrument denies this consent), understanding that your personal information may be accessible from or transmitted outside Australia.

- *Data Retention*. Even after you cancel your account with us, we may retain your information for as long as we reasonably need it for the purposes outlined in this Privacy Policy. For example, we may retain your information to prevent fraud, or to maintain systems security. We may also retain your information if required or allowed to by law, regulation or relevant standards and codes of conduct, or to fulfil our contractual obligations to a third party. In certain circumstances, including where we are prevented by technical or systems constraints, we may not be able to remove all of your personal information.

- *Sensitive Information*. We ask that you not provide us with any sensitive information when using our Services, or otherwise. If you do provide us with any sensitive information, you consent to us collecting and handling that information in accordance with this Privacy Policy.

- *Complaint*. If you think we have breached the Privacy Act 1988 (Cth) or other applicable privacy laws, you can contact us (see Section G) to make a complaint. When you contact us, please include your name and contact details (including your email address, address, and telephone number) and clearly describe your complaint. We will need to share your information with others who can assist in responding to your complaint. We will contact you within 7 days to let you know the next steps in resolving your complaint and to obtain any further information we need to consider your complaint. We will let you know our decision within 30 days and as soon as practical. If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).

G) CONTACT US

Email: [support@eskmapping.com.au](mailto:support@eskmapping.com.au)

Mail: 30 Patrick St, Hobart, TAS, 7000

Telephone: 0417 352 720

H) INCLUDED COMPANIES

Esk Mapping & GIS (ABN [33 156 159 894](https://abr.business.gov.au/ABN/View?abn=33156159894))

Spatial Australia Pty Ltd (ABN 96 155 836 534)

Spatial Enterprises Pty Ltd (ABN 33 156 159 894)