

PRIVACY STATEMENT

Privacy Policy and Disclosure Statement

This Privacy Policy and Disclosure Statement records Australian Software Distribution Pty. Ltd. ("ASD")'s commitment to and respect for your privacy. ASD is bound by the National Privacy Principles in accordance with *The Privacy (Private Sector) Amendment Act 2000*.

TYPES OF INFORMATION WE COLLECT

ASD collects personal information and non-personal information.

- **Personal Information** is information that is associated with your name or personal identity.

Australian Software Distribution uses personal information to understand better your needs and interests and to provide you with better service. Personal Information is collected as a result of a request for service delivery of a product, an order form or download request. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by ASD is collected via correspondence from you or your company. This may be via email, post, or creation of a support ticket through our website. Once you choose to provide us with personal information, you can be assured it will be used only to support your customer relationship with Australian Software Distribution.

Australian Software Distribution takes seriously the trust you place in us.

- **Non-Personal Information** is data about service operation and usage that is not associated with a specific personal identity.

ASD collects and analyses non-personal information to evaluate how visitors use this website. Non-personal data ASD collects may include the pages visited on the ASD website, URLs visited within the website, browser type and IP address. Most non-personal data is collected via cookies or other analysis technologies.

WHAT HAPPENS IF YOU DO NOT PROVIDE THE INFORMATION

If you do not provide the personal information required you may not be able to receive the information, product or service requested, by the method you have requested.

HOW IS INFORMATION USED BY AUSTRALIAN SOFTWARE DISTRIBUTION

ASD collects information to support your customer relationship with ASD, to help us better understand your needs and interests and to provide you with a specific service. For example we may use the information you provide to:

- provide information or instructions to assist you in installing our software and configuring your systems to use our service
- provide information to be able to authenticate your software licence
- provide information relevant to being able to evaluate our products
- communicate with you on any issues relevant to your license of our software products
- send to you information on relevant services training or events
- process orders and invoices

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, and postal address) and financial information (such as credit card number, expiration date). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

ASD uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time you do not wish to receive such correspondence, you can request to be removed from any mailing lists by emailing us at support@met-connect.com.

WHO DOES AUSTRALIAN SOFTWARE DISTRIBUTION DISCLOSE PERSONAL INFORMATION TO

ASD will not sell, rent or lease your personal information to others. ASD may contract with third-party service

providers and suppliers to deliver complete products, services and customer solutions. Suppliers and service providers are required to keep confidential the information received on behalf of ASD and may not use it for any purpose other than to carry out the services they are performing for ASD. ASD will not share personal information with any other third parties without your permission, unless required by law to release information about you or your organisation.

HOW WILL AUSTRALIAN SOFTWARE DISTRIBUTION KEEP THE INFORMATION SECURE

ASD has security measures designed to protect against the loss, misuse and or alteration of information under its control.

These security measures include:

Firewalls - to prevent unauthorised access to customer data or systems
Appropriate security access to ASD Premises

The use of strong passwords, encryption and the use of multi-tier security levels to ensure that staff only access the information required to perform their duties.

Secure destruction of printouts that may contain personal information.

ADDITIONAL SECURITY MEASURES

When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL).

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

- ASD uses a secure Payment Gateway for its online credit card transactions.
- All online credit card transactions performed on this site are secured payments.
- Credit Card Payments are fully automated with an immediate response.
- All credit card transactions are performed under 256 Bit Extended Validation Premium SSL Certificates.
- All credit card transaction data is encrypted for storage within the payment gateway's bank-grade data center, further protecting your credit card data.
- All monies are directly transferred from your credit card to the merchant account held by Australian Software Distribution
- ASD may at its discretion use other third parties to provide essential services on our site or for our business processes.
- We may share your details as necessary for the third party to provide that service.
- These third parties are prohibited from using your personally identifiable information for any other purpose.
- ASD does not share any information with third parties for any unknown or unrelated uses.

ACCESS AND CORRECTION

You may gain access to the information that ASD has collected about you by contacting ASD as indicated below. ASD will not charge you for responding to such a request. You can change or update personal information as provided by logging into your account via the website (www.met-connect.com) or alternatively by telephone or e-mail.

THIRD PARTY WEBSITES

This website may provide links to third-party websites for your convenience and information. If you access those links, you will leave the ASD website.

ASD does not control those sites or their privacy practices, which may differ from ASD's. We do not endorse or make any representations about third-party websites. The personal data you choose to give to unrelated third parties is not covered by this ASD Privacy Policy and Disclosure Statement.

We encourage you to review the privacy policy of any company before submitting your personal information. Some third-party companies may choose to share their personal data with ASD; that sharing is governed by that third-party company's privacy policy.

OTHER

Personal information held by ASD is not subject to trans-boarder data flows.

ASD reserves the right to modify this privacy statement.

CHANGES TO PRIVACY STATEMENT

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.

CONTACTING AUSTRALIAN SOFTWARE DISTRIBUTION

ASD may be contacted as follows:

Post:

Australian Software Distribution Pty. Ltd.

Level 2, 380 Queen Street

Brisbane

QLD 4000

AUSTRALIA

Email: support@met-connect.com

Via support ticket on Customer's portal at www.met-connect.com