

# Comcity Technology

## Privacy Statement



Comcity Technology recognizes the importance of protecting the privacy of all information provided by users of our web sites, subscribers to our newsletters and all of our customers. We created this policy with a fundamental respect for our users' right to privacy and to guide our relationships with our users. This privacy statement discloses the privacy practices for all products and services owned by Comcity Technology.

### INFORMATION COLLECTION AND USE

Comcity Technology collects information from our website users, subscribers and customers. In this section of our privacy policy, we will describe the type of information we collect and how we use it to provide better services to our customers.

#### Registration and Ordering

When attending our online store, users must first register. During registration, users are required to give their contact information (such as name, e-mail address, mailing address and phone number). We also may collect demographic information (such as job title and purchasing responsibilities, company information and professional certification). For internal purposes, we use this information to communicate with users and provide requested services, and, for our website visitors, to provide a more personalised experience on our sites. We use aggregate demographic information about our audience to improve our service, for marketing purposes and/or industry reporting purposes.

Comcity Technology does not collect any credit card information over the internet.

#### E-mail Newsletters

If visitors wish to subscribe to our e-mail newsletters, we ask for contact information (such as name, e-mail address and, occasionally, demographic information). We use this information in the same manner as we use contact information in the registration and ordering process described above. Recipients of our newsletters can unsubscribe using the instructions listed at the end of the e-mail newsletter.

#### Surveys

From time to time we invite users to provide information via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether to disclose requested contact information (such as name and mailing address) and demographic information (such as post code or job title). In addition to other uses set forth in this policy, contact information collected in connection with surveys is used to notify the participants, and to monitor or improve the use and satisfaction of the site.

#### Communications with Us

We have features where users can submit information to us (such as our feedback forms). These submissions may be made public. Requests for service, support or information may be forwarded as needed to best respond to a specific request. We may retain e-mails and other information sent to us for our internal administrative purposes, and to help us to serve customers better.

#### Communications from Us: Service Updates, Special Offers

In order to best serve our customers, we may send updates that contain important information about our sites and services. For example, we send new members a welcoming message, and verify password and username for our password-protected sites. We may also communicate with a user to provide requested services and for account-related issues via e-mail, phone or regular mail.

We offer our users the option to receive information about our company, related products, services and special deals. Users can choose not to receive these communications, as set forth in our Permission section below.

### WITH WHOM YOUR INFORMATION IS SHARED

Information provided to us may be shared with our suppliers in order to provide better services, fast and accurate delivery of goods and the best quality of the products.

Other than as set forth above, we do not share personally identifiable information with other companies, apart from those acting as our agents in providing our product(s)/service(s), and which agree to use it only for that purpose and to keep the information secure and confidential. Also, our parent, subsidiary and affiliate companies, entities into which our company may be merged, or entities to which any of our assets, products, sites or operations may be transferred, will be able to use personal information. We will also disclose information we maintain when required to do so by law, for example, in response to a court order or a subpoena or other legal obligation, in response to a law enforcement agency's request, or in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with

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(either intentionally or unintentionally) our rights or property. Users should also be aware that Australian legal authorities, such as the court, might have the authority under certain circumstances to permit personal information to be shared or transferred to third parties without permission.

We may share aggregate information, which is not personally identifiable, with others. This information may include usage and demographic data, but it will not include personal information.

### CORRECTION/UPDATING PERSONAL INFORMATION

If a user's personally identifiable information changes (such as the post code), or if a user no longer desires our product(s)/service(s), we provide a way to correct or update that user's personal data. The user should contact Customer Support for the applicable product or service.

### PERMISSION

Our users are given the opportunity to choose whether to receive information from Comcity Technology which is not directly related to the registered services. Users also have the opportunity to choose whether to have personal information shared with third parties for marketing purposes. Instructions for how to exercise this choice are contained in e-mails sent by us, on our product websites and in each of our publications. Please note that we will endeavour to implement requests within a reasonable time, although for a time users may continue to receive mailings, etc., transmitted based on information released prior to the implementation of the request. Users will continue to receive information directly related to their registered services, so they always are kept informed.

### SECURITY

We use reasonable precautions to protect our users' personal information and to store it securely. Sensitive information that is transmitted to us online is encrypted and is transmitted to us securely. In addition, access to all of our users' information, not just the sensitive information mentioned above, is restricted. Only employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

### LINKS

Our web sites contain links to other sites. Comcity Technology is not responsible for the privacy practices or content of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each web site to which we may link that may collect personally identifiable information.

### NOTIFICATION and CHANGES

If we change our privacy policy, we will post those changes on this page so our users are aware of what information we collect, how we use it and under which circumstances, if any, we disclose it. Users should check this policy frequently to keep abreast of any changes.

Additional information about privacy laws in Australia can be obtained by visiting [The Office Of The Federal Privacy Commissioner](#). For questions about this privacy statement, the practices of this site or any dealings with Comcity Technology, please contact us at:

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