

SINTELIX.COM PRIVACY POLICY

Effective Date: 24th September 2020

Overview

Please read this Privacy Policy carefully. This Privacy Policy governs the manner in which Sintelix (**Us, We, Company**) collects, uses, maintains and discloses information collected through www.sintelix.com website (**Site**). We respect your privacy and do not gather any **Personal Data** from you that you do not provide voluntarily. We adhere to the *Australian Privacy Act* and the *Australian Privacy Principles*.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Site. By accessing or using this Site, you agree to this Privacy Policy. This policy may change from time to time as described below. Your continued use of the Site after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Application and scope

This policy applies to information we collect:

- on the www.sintelix.com site, including anything you enter into a Site webform, for example: **Contact Us, Careers, Demo-video, Demo-request, Trial, ANB-plugin-request;**
- from any resume you submit through the Site.
- in email, text, and other electronic messages between you and Us.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by Company (for example, the MySintelix Lotus portal) or any third party (including our affiliates and subsidiaries);
- Any third party, including through any application or content that may link to or be accessible from the Site; or
- any personal information contained in data provided, input, uploaded or submitted to the Sintelix software by a customer (**Customer Data**) for processing with Sintelix software.

This policy should be read in combination with the [Sintelix.com Terms of Use](#) and both documents together control the relationship between you and Us.

Collection of Personal Information

At all times we try to only collect the information we need for the particular function or activity we are carrying out. Some, but not all, of the information we collect is **Personal Information**. Personal information is defined in the Privacy Act and is

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not; and. whether the information or opinion is recorded in a material form or not".

The main way we collect personal information about you is when you give it to us. For example, we collect personal information such as your name and contact details when you:

- Submit a webform through our Contact us page at <https://sintelix.com/contact/>;
- submit a webform via our demonstration page at <https://sintelix.com/demo-request/>;
- submit a webform via our video demonstration page at <https://sintelix.com/demo-video/>;
- submit a webform via our trial page at <https://sintelix.com/trial/>;
- submit a webform via our i2 ANB plugin page at <https://sintelix.com/anb-plugin-request/>;
- submit a webform via our careers page at <https://sintelix.com/careers/>; or
- submit your resume at <https://sintelix.com/careers/>

We may also collect information from you when we follow-up with you after you contact us, for example about our products or possible employment.

The information we collect from you on the Site includes:

- first name and last name
- email address
- organization or company
- country
- any information you disclose to us through a webform such as or your employment or education details if you submit your resume through the Site.

We also collect information when you use the Site by automated means such as cookies. This information includes:

- Metadata - IP address, computer and connection information, referring web page, standard web log information, language settings, time zone, etc.
- Device Information - device identifier, device type, device plugins, hardware capabilities, etc.
- Location - GPS position.
- Actions - pages viewed, buttons clicked, time spent viewing, search keywords, etc.

We do not share your personal information with any third parties, except to the extent necessary to assist you in relation to a purpose listed above.

Sensitive information

Sensitive information is defined in the *Privacy Act* as:

"information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record".

We DO NOT ask for any sensitive information from you on the Site. We don't disclose sensitive information about you unless you agree or would reasonably expect us to. Sensitive information requires special treatment under privacy laws, including in some circumstances the need to obtain explicit consent from you.

Anonymity

We may allow anonymous or pseudonymous use in limited cases and collect only your email address, for example for downloading content such as white papers. However, we do not generally allow you to interact with us anonymously or using a pseudonym as we need your name and contact information in order to perform our functions and activities and provide products and services to you.

Cookies

We do use cookies on the Site and if you do not consent to this you should not use the Site. Cookies are small data files that your web browser places on your computer or device. You may change your browser settings to opt out of cookies but this may prevent the Site from functioning correctly.

We use these cookies to collect information about your visit to our Site, the content you viewed, the links you followed and information about your browser, device, and your IP address. We sometimes share some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website. A mix of Sintelix and third-party cookies are used on the Site.

Google analytics

This website makes use of Google Analytics. Google Analytics is Google's analytics tool that helps website and app owners to understand how their visitors engage with their properties. Google Analytics may receive and record non-personal information from cookies, server logs, and similar technology from your browser or mobile device, including your IP address. This is controlled by Google as a third party and is not under our direct control. [Learn more about Analytics cookies and privacy information.](#)

Disclosing your Personal Information

Although we do not sell, trade, or rent personal identification information to third parties, we do use third party service providers in association with the Site, for example Google for website analytics. We may share your information with these third parties for those limited purposes provided you have given us your permission by agreeing to this Privacy Policy.

Our third-party service providers include:

- cloud hosting, storage, networking and related providers;
- analytics providers; and
- security providers.

Other disclosures and transfers

We may also disclose your personal information to third parties for the following purposes:

- if necessary, to provide the service or product you have requested;
- we receive court orders, subpoenas or other requests for information by law enforcement;
- if otherwise permitted or required by law; or
- for other purposes with your consent.

As we are a global company, with offices around the world, your personal information may be processed by staff in any of our offices. Sintelix currently has offices in Australia and the United States.

Quality of Personal Information

To ensure that the personal information we collect is accurate, up-to-date and complete we:

- record information in a consistent format;

- promptly add updated or new personal information to existing records; and
- regularly audit our contact lists to check their accuracy.

Information storage and security

The Site uses appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information.

We implement safeguards designed to protect your information, but no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

We destroy personal information in a secure manner when we no longer need it.

We do not publicly disclose all details of our security measures but customers with a specific security question may contact us and we will be delighted to assist.

Retention of Personal Information

Subject to applicable law, we retain information as necessary for the purposes set forth above. We may delete information from our systems, without notice to you, once we deem it is no longer necessary for the purposes set forth in this Privacy Policy. Your personal information will only be retained for as long as it is needed to operate your account and to satisfy business record retention requirements.

Links

This Site may contain links to other websites, including our My Sintelix customer portal and third-party sites. We are not responsible for the privacy practices of third-party websites. Sintelix encourages users to be aware when they leave this Site and to read the privacy statements of websites that collect personally identifiable information. This Privacy Policy applies only to information collected on this Site. The Site contains links to facilitate sharing on various social media platforms such as Facebook and Twitter. Sintelix is not responsible for the privacy or security of any information, personal or otherwise that you may choose to communicate or exchange, including but not limited to information about yourself or others you share through such social media functions.

Sintelix companies

We may share information we have about you with other Sintelix corporate affiliates in order to operate and improve products and services and to offer other Sintelix affiliated services to you.

Business transfers

We may share or transfer information we collect under this privacy policy in connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the Site if a transaction takes place, as well as any choices you may have regarding your information.

Accessing, updating or correcting your Personal Information

Under the *Privacy Act* you have the right to ask for access to personal information that we hold about you and ask that we correct that personal information. You can ask for access or correction by contacting us and we must respond within thirty (30) days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.

If we refuse to correct your personal information, you can ask us to associate with it a statement that you believe the information is incorrect and why.

You may access, update or correct your personal information by contacting us at privacy@sintelix.com.

Users who do not want emails from us

If you do not wish to receive email from us you should not provide your email address and not use the Site. You can also opt out of any further email by contacting us at privacy@sintelix.com but we may need to terminate services to you if we cannot communicate with you by email.

Cross-border disclosure of your information

Some of our associated service providers may perform certain services overseas and as a result your personal information may be disclosed to a recipient in a foreign country. By using the Site, or providing us with any information, you consent to this transfer.

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, or to a third party where we have approved transfer mechanisms in place to protect your Personal Data, for example by entering into the European Commission's Standard Contractual Clauses where applicable.

This is an Australian website

The Site is operated in Australia. If you are located outside of Australia, please be aware that any information you provide to us will be transferred to Australia. By using the Site, or providing us with any information, you consent to this transfer.

Protection of children/minors

This Site is not directed to children under the age of 18 years and we do not intentionally collect, store or in any way use personal information from children younger than 18 years. If you are under 18 years of age you must not send us any personal information and you should leave the Site now.

Your California privacy rights

If you are a California resident, there are some additional rights that may be available to you under the California Consumer Protection Act (**CCPA**). This policy explains the tools that we have made available to you to exercise your data rights under the CCPA, such as the right to deletion and the right to request access to the categories of information we have collected about you. You will not be discriminated against for exercising any of your privacy rights under the CCPA. In order to protect your information from unauthorized access or deletion, we may require you to provide additional information for verification. If we cannot verify your identity, we will not provide or delete your information.

Sharing your personal information: We don't sell your personal information. We do share your information with others as described above.

Processing your information: This policy describes the categories of personal information we may collect, the sources of that information, and our deletion and retention policies. We've also included information about how we may process your information, which includes for "business purposes" under the CCPA, for example to provide you with product support, protect against illegal activities, and for the development of new products, features, and technologies. If you have questions about the categories of information we may collect about you or about our processing activities, please review the applicable sections of this policy.

If you have any further questions or would like to exercise your rights under the CCPA, please contact us at privacy@sintelix.com.

Your European Economic Area privacy rights

For the purposes of applicable EU data protection law (including the General Data Protection Regulation 2016/679 (the **GDPR**), we are a **Data Controller** of your personal information.

Rights under the GDPR: You are also entitled to ask us to port your personal information (i.e. to transfer in a structured, commonly used and machine-readable format, to you), to erase it, or restrict its processing. You also have rights to object to some processing that is based on our legitimate interests, such as profiling that we perform for the purposes of direct marketing, and, where we have asked for your consent to process your data, to withdraw this consent as more fully described below.

These rights are limited in some situations. For example, we can demonstrate that we have a legal requirement to process your personal information. In some instances, this means that we may retain some data even if you withdraw your consent.

Where we require your personal information to comply with legal or contractual obligations, then provision of such data is mandatory: if such data is not provided, then we will not be able to manage our contractual relationship with you, or to meet obligations placed on us. In all other cases, provision of requested personal information is optional.

If you have unresolved concerns you also have the right to complain to data protection authorities. The relevant data protection authority will be the data protection authority of the EU country: (i) of your habitual residence; (ii) of your place of work; or (iii) in which you consider the alleged infringement has occurred.

Both Personal Information and Personal Data have the same meaning in the context of this Privacy Policy.

Your acceptance of these Terms

Your use constitutes acceptance. This means that by using the Site you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, please do not use the Site.

Amendments to this Privacy Policy

This Privacy Policy may be amended from time to time. If we make material changes to this Privacy Policy and/or in the way we use your personal information, we will notify you of these changes by republishing this policy.

We recommend you consult this Privacy Policy regularly. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Release of Personal Information for legal reasons

We may release your personal information for legal reasons:

- When we believe in good faith that such release is appropriate to comply with the law (for example, pursuant to a statutory demand, subpoena, warrant or court order)
- To protect against fraudulent, abusive or unlawful use of the Site
- To protect our rights or property
- If we reasonably believe that a situation involving danger of death or injury to any person requires disclosure.

Complaints

If you wish to complain to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

We will tell you promptly that we have received your complaint and then respond to the complaint within thirty (30) days.

If you are not satisfied with our response to your complaint, you can escalate to the Office of the Australian Information Commissioner (OAIC): <https://www.oaic.gov.au/>

If you have any questions concerning this Privacy Policy, the practices of the Site, or your dealings with the Site, please contact us at via email at privacy@sintelix.com.

Contacting us

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This document was last updated on 24th September 2020 and is the most up to date version of our Privacy Policy.