



## Lanrex Privacy Policy

This Privacy Policy (the “Policy”) explains how Lanrex Managed Solutions (“Lanrex”) gathers and uses information you provide to us. We have created this Policy in order to demonstrate our firm commitment to privacy. *By visiting Lanrex website or using Lanrex products or services, you are accepting the practices described in this Policy. If you do not agree with any aspect of this Policy, your only remedy is to discontinue your use of this website, our products, and our services.* This Privacy Policy describes the ways in which any information we collect from you or that you provide to us will be processed by us.

### 1. INFORMATION WE COLLECT

**Personally Identifiable Information.** This is information you provide to us which personally identifies you, such as your name, email address, residential address, or other data that permits the identity of an individual to be directly or indirectly inferred. You may visit our websites without providing any personally identifiable information to us. The only personally identifiable information Lanrex collects and stores is the information that you choose to provide to us via an “opt-in” method, where you must affirmatively choose to provide Lanrex with your personally identifiable information.

**Company Identifiable Information.** Including company name, company address, company telephone number, email address(es), state or province, country, and the names of people at your company that we can contact for technical and account-related issues. We may also collect credit card information or information necessary for you to pay directly from your bank account (see below).

**Credit Card and Bank Account Information.** If you provide us with credit card or bank account information, we never store that information. We use a trusted third-party payment processor, National Australia Bank Merchant Services, to process all payments.

**Support Customers.** When you request technical support, you provide us with your company name, and the name, email address, and telephone number of people at your company that we can contact.

### 2. SECURING AND STORING YOUR PERSONALLY IDENTIFIABLE INFORMATION

Lanrex takes security seriously. That includes protecting the security of information we have about you, as well as honoring your wishes concerning the intended use of your information. We use security measures on our websites to protect against the loss, misuse, and alteration of the information in our control. These security measures include use of SSL, firewalls, encryption and passwords. The Internet, however, is an open environment, and data may flow across various networks, some of which employ inadequate security measures, resulting in unauthorised access to data. Transmission of such data is therefore entirely at your own risk. While it is impossible to completely protect a website, Lanrex works hard to keep your data safe.

Any information you provide to us that is stored is done so on our secure servers. Details relating to any transactions will be transmitted using SSL technology.



### 3. USE OF YOUR INFORMATION

Lanrex uses the information you provide to us to: (a) allow Lanrex, our corporate affiliates, and our business partners to deliver Lanrex products and services to you; (b) provide you with information you have requested from us; (c) carry out our obligations arising from any contracts we have entered into with you; (d) notify you about changes to our website and/or products and services; and (e) tell you about other Lanrex products and services we believe may be of interest to you. When you provide your information to us, you are consenting to our use of the information in this way. Lanrex does not sell, trade, or otherwise transfer to third parties your personally identifiable information. This does not include trusted third parties who assist us in conducting our business, providing you with our products or services, or offering our products or services. If you are a Lanrex.Cloud services customer, Lanrex will not view the contents of the backup images you store in the Lanrex.Cloud. Lanrex, however, may view file folder names, file extensions, file size information, and the like in order to deliver Cloud Services and associated technical support to you, but never the contents of your backup files. Except as described in this Policy, Lanrex will not disclose your personally identifiable information to third parties unless we obtain your consent, disclosure is necessary to comply with the law, or disclosure is necessary to deliver the products or perform the services you have contracted to receive from us.

Our website may, from time to time, contain links to third-party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and we do not accept any responsibility or liability for these policies.

### 4. USE OF COOKIES AND SIMILAR TECHNOLOGY

Lanrex uses cookie technology. A cookie is a small file sent to your web browser and stored on your computer. They are unique identifiers that allow our systems to recognise your computer, let us know you have visited before, and tell us the pages you visited on our websites. Some of the cookies we use are essential to help you access and move around our site and use all its features. Without these cookies, our websites would not work properly and you would not be able to use certain important features. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences and improving the sign-in process. A cookie in no way gives us access to your computer or any information about you, other than the information you choose to share with us. If you do not want Lanrex to send cookies to your web browser, you can set your browser options to reject non-essential cookies or notify you that our website is attempting to put a cookie into your browser. Be mindful, however, that rejecting cookies may affect your ability to use or take full advantage of Lanrex websites and services.

We also use cookies for website analytics and advertising. By counting the number of unique visitors to our website or developing other aggregate statistics about the operations of our sites and services, we can improve the performance of these sites and services. As you browse Lanrex websites, advertising cookies may be placed on your computer from third parties to help us understand your interests. These web beacons allow the third party to set or read a cookie on your computer. Through the use of third-party analytics companies, we can then present you with re-targeting advertising on other sites based on your previous interactions with Lanrex. Information recorded through the use of this technology is aggregated and shared with us. No personally identifiable information about you is collected or shared by the third-party analytics providers we use. nevertheless, you may be able to opt out from information collection or use by these third-party analytics providers by clicking the links for each of the following analytics providers:

To opt out of Google Analytics: <http://tools.google.com/dlpage/gaoptout> (requires you to install a browser add-on)

Lanrex does not use third-party cookie tracking.



## 5. ACCESS TO INFORMATION

Lanrex gives you access to a range of information about your account and your interactions with Lanrex. If you are a user of a Lanrex portal, you can view much of the information we have about you. You can also write to us at [privacy@lanrex.com.au](mailto:privacy@lanrex.com.au) to obtain the information we have about you, as well as change or update that information.

## 6. REMOVAL PROCEDURES

As all information is collected via opt-in methods, we believe all information you receive from Lanrex will be relevant to your computing and backup needs. However, if you do not wish to receive certain communications from Lanrex use the unsubscribe link in the footer of the applicable email.

## 7. CONDITIONS OF USE AND CHANGES TO OUR PRIVACY POLICY

This Policy and Lanrex's Terms and Conditions apply to your visit to a Lanrex website, as well as any associated dispute over privacy. This includes rules governing limitations on liability and damages, and how and where a dispute will be resolved. If you have concerns about Lanrex's Privacy Policy or Lanrex's handling of your data, please let us know by emailing us at [privacy@lanrex.com.au](mailto:privacy@lanrex.com.au). Include a thorough description of your concerns, and we will try to address them. Lanrex and its product and service offerings are growing. That means our Privacy Policy and Terms and Conditions will change from time to time. When those changes occur, we may send you an email or reference those changes in our Portal. But please check [lanrex.com.au](http://lanrex.com.au) periodically to see if changes have occurred. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you and your account.

## 8. GOVERNMENT REGULATION

Lanrex is an Australian company as is governed by the laws of New South Wales in Australia.

## 9. MODIFICATIONS TO THIS POLICY

We reserve the right to modify this Policy at any time. Your continued use of any portion of this website following notification or posting of such changes will constitute your acceptance of those changes. Please check our websites for the most current version.

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please contact us in writing at Lanrex, PO Box 1355 Macquarie Centre NSW 2113 or by e-mail at [privacy@lanrex.com.au](mailto:privacy@lanrex.com.au).