

**Company:** The Implementation Specialists Pty Ltd *trading as* Change Synergy

**Technology or Service:** ChangeViz

This privacy policy ("Privacy Policy") applies only to Change Synergy and its affiliates ("Change Synergy") and those of its customers and/or business partners (hereinafter referred to as "You") pursuant to certain written agreements (each, an "Agreement") under which Change Synergy and/or its agents provide technology and/or other services (individually and collectively, "Services") that incorporate this Privacy Policy by express reference.

This Privacy Policy applies to You and any of Your employees, contractors, affiliates and any third-party individuals that may be authorized pursuant to the Agreement to access the Services (individually and collectively, Your "Agents") in connection with the Services. Change Synergy's obligations under this Privacy Policy only covers the electronic data that Change Synergy collects from You in the course of providing the Services to You; without limiting the foregoing, this Privacy Policy does not apply to (i) any data collection or processing, including, without limitation, data collection by any non-Change Synergy owned web pages to which the Services may link, or (ii) any data that Change Synergy or any third parties may collect offline or through web sites, products, and/or services for which Change Synergy has not displayed this Privacy Policy or authorized a direct link to this Privacy Policy (including without limitation any websites or applications owned, controlled or operated by third parties that may include or embed Change Synergy technologies). By accessing and/or utilizing the Services, You accept the current version of this Privacy Policy at that time.

## **1. What information Change Synergy collects from you**

This clause describes two (2) types of information about You and Your Agents that Change Synergy may collect in connection with the Services.

**1.1. "Personal Information."** Personal Information refers to information containing the specifics of who You and/or Your Agents are that Change Synergy and its agents may use to identify, contact or locate You and/or Your Agents (e.g. name, mailing address, telephone number and e-mail address). Change Synergy may collect Personal Information when You and Your Agents use the Services including, without limitation, setting up account information, filling out surveys, corresponding with

Change Synergy, or otherwise volunteering information about You and Your Agents.

**1.2. “Non-Personal Information.”** Non-Personal Information refers to information that, by itself, does not identify You or Your Agents as a specific individual. Change Synergy may collect Non-Personal Information through any of the methods discussed above as well as automatically or otherwise through Your Agents’ use of the technologies described in this Privacy Policy.

## 2. How Change Synergy collects your information

This clause describes methods pursuant to which Change Synergy may collect Personal Information and Non- Personal Information from You and/or Your Agents.

**2.1. Registration.** Change Synergy may require certain Personal Information and Non-Personal Information to create and maintain accounts issued to You pursuant to the Agreement or to enable certain features or functionality of the Services or otherwise provide the Services to You. Failure to provide all information required by Change Synergy under the account settings may prevent access to any or all of the Services, and failure to maintain accurate information may result in suspension or termination of access to or use of any or all of the Services.

**2.2. Information Collected Through Technology.** You and Your Agents may be required to enter a user ID and password in order to access Your accounts. Change Synergy may automatically collect details of the date and time that You or Your Agents log in and log out of Your accounts.

**2.3. Information Provided By You.** During the course of the business relationship between Change Synergy and You, You and Your Agents may provide Change Synergy with certain Personal Information (including without limitation contact information) and Non-Personal Information to enable You and Your Agents to utilize the Services and to allow Change Synergy and You and Your Agents for the purposes described in Part C below.

## 3. How Change Synergy uses your information

This clause describes how Change Synergy may use Information collected from You and

Your Agents.

**3.1. System Administration and Providing Services.** Change Synergy may use Personal and Non-Personal Information in furtherance of providing You and Your Agents with the Services and administering, supporting, protecting, and improving the Services and for purposes of communicating with You and Your Agents.

**3.2. Notices to Customers.** Change Synergy may use Personal Information to send e-mails to You and/or Your Agents related to the Services (including Your accounts thereunder), including confirmation to verify the accuracy of any information You and/or Your Agents have provided and to provide any instructions or assistance related to the Services and/or Your (or Your Agents') use thereof. Change Synergy may also send emails to You and Your Agents to verify your respective identities and/or to notify You and Your Agents if Change Synergy believes Your (including Your Agents') use of the Services violates any applicable agreement between You and Change Synergy related to the Services.

**3.3. Combining Data.** To the extent permitted by applicable law, Change Synergy may combine the various types of data that Change Synergy collects with other data that Change Synergy collects from You, Your Agents, and Change Synergy's other customers and business partners.

#### **4. How to access and change your personal information**

Upon Your request, (i) Change Synergy will permit Your Agents to update or correct Personal Information previously submitted, but only to the extent such activities will not compromise privacy or security interests, and (ii) Change Synergy will, to the extent commercially reasonable within Change Synergy's existing systems, delete Personal Information of Your Agents from Change Synergy's database where such information is stored; however, it may be impossible to entirely delete entries without some residual information being retained due to the manner in which data backups are maintained by Change Synergy or its suppliers or agents or if such Personal Information is contained in the content asset files that You (or Your Agents) upload into the Platform. You agree to submit all requests to delete Personal Information solely to [info@changesynergy.com.au](mailto:info@changesynergy.com.au)

## 5. Where Change Synergy stores and processes data

Change Synergy or its agents, partners or affiliates may store data collected in connection with the Services on servers located in Australia.

## 6. Safeguarding your personal information

This clause describes methods that Change Synergy utilizes in connection with information provided by You and Your Agents in connection with Your use of the Services as well as responsibilities that You have to protect such information.

**6.1. Security Measures.** Transmissions over the internet are never completely secure or error-free. However, Change Synergy in its sole discretion undertakes certain security measures aimed at protecting against unauthorized access, alteration, disclosure or destruction of Personal Information. It is Your responsibility to safeguard all passwords and user IDs that You and Your Agents use to access Your account and to notify Change Synergy immediately at [info@changesynergy.com.au](mailto:info@changesynergy.com.au) if You or Your Agents know or suspect that the secrecy of any such passwords and/or user IDs have been compromised. You are solely responsible for any and all unauthorized use of Your account conducted via the passwords and user IDs of You and Your Agents.

**6.2. Third Party Links.** Change Synergy may, during the course of our relationship, provide You and/or Your Agents with information about and/or links to third parties who may collect Personal Information and/or Non-Personal Information directly from You and Your Agents. Additionally, Change Synergy may use third parties to provide components or portions of the Services. In either case, such third parties may have separate privacy policies and/or data collection practices, independent of Change Synergy, and in all cases Change Synergy:

- a) has no responsibility or liability for any such third party policies or actions;
- b) is not responsible for the privacy practices or the content of such third parties or their websites, products and/or services; and
- c) does not make any warranties or representations about the websites, products and/or services offered by such third parties or the security of any information that

You or Your Agents may elect to provide to them. It is Your responsibility to determine whether You will utilize and/or access any such third party services and under what terms (as between You and such third parties).

## **7. Changes to this privacy policy**

Change Synergy continually strives to implement new technologies and processes in connection with the Services. As a result, changes to this Privacy Policy may be made by Change Synergy from time to time. Change Synergy recommends that You revisit this Privacy Policy on occasion to learn of any changes.

## **8. Special note regarding minors**

Use of the Services is not intended for minors under the age of 18 ("Minors"). Minors are not authorized by Change Synergy to use the Services, any account registration or use of or access to the Services by a Minor is strictly prohibited and is in violation of this Privacy Policy. Change Synergy does not intentionally collect or maintain any Personal Information from Minors. You shall not provide Change Synergy with any Personal Information of Minors.

## **9. Contact Change Synergy**

If you have any questions about this Privacy Policy, please contact Change Synergy by sending a letter or e-mail to: Change Synergy Attn: Legal Department, Change Synergy, PO Box 3042, Eltham, Victoria, 3095 or [info@changesynergy.com.au](mailto:info@changesynergy.com.au)

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