METEORITE
MONITORING

Meteorite Monitoring Privacy Policy
Revision 6 (Mar 2018)

As you use our services, we want you to be clear how we're using information and the ways in which you can protect your privacy.

Our Privacy Policy explains:
- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

Your privacy matters to Meteorite Monitoring so whether you are new to Meteorite Monitoring or a long-time user, please do take the time to get to know our practices – and if you have any questions please contact us.

Information We Collect

We collect information to provide better services to all of our users – from figuring out basic stuff like where you are located, to more complex things like for example, the typical usage of water, electricity and gas for standard office space in NSW.

We collect information in the following ways:
- Information you give us. For example, our services require you to sign up for an account. When you do, we'll ask for personal information, like your name, email address, telephone number or credit card to store with your account.
- Information recorded by your or our hardware for the purposes of monitoring, and sent to our website application. For example, water consumption data from a water meter on your property.
- Information we get from your use of our services. We collect information about the services that you use and how you use them, like when you view an alarm event or check on a meter calibration. By using our website application, we are collecting data on what you click on and how often – for the purposes of improving our services.

Information we collect when you are signed in to Meteorite Monitoring, in addition to information we obtain about you from partners, may be associated with your account. When information is associated with your account, we treat it as personal information. For more information about how you can access, manage or delete information that is associated with your account, contact us.

How We Use Information We Collect

We use the information we collect from all of our services to provide, maintain, market, advertise, protect, develop new services and to protect Meteorite Monitoring and our users.

When using our services in anyway, paid or unpaid (e.g. taking a trial or demo), for marketing purposes we reserve the right to publish non-negative non-personal information we've collected.
For example; if you take a trial and we identify savings you could make (e.g. from fixing an identified leak on your premises), we may publish your business name, business logo, the opportunity and the identified savings in our marketing materials to help us demonstrate the value of our services to others.

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We will typically solicit feedback from you before publishing any non-negative non-personal information.

When you contact Meteorite Monitoring, we keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We use information collected from cookies and other technologies, like pixel tags to improve your user experience and the overall quality of our services.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

Accessing and Updating Your Personal Information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

We may reject requests that are unreasonably repetitive, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), risk the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup systems).

Where we can provide information access and correction, we will do so for free, except where it would require a disproportionate effort. We aim to maintain our services in a manner that protects information from accidental or malicious destruction.
Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

Information We Share

We do not share personal information with companies, organizations and individuals outside of Meteorite Monitoring unless one of the following circumstances applies:

- With your consent - We will share personal information with companies, organizations or individuals outside of Meteorite Monitoring when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

- For external processing - We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

- For legal reasons - We will share personal information with companies, organizations or individuals outside of Meteorite Monitoring if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:
    - meet any applicable law, regulation, legal process or enforceable governmental request.
    - enforce applicable Terms of Service, including investigation of potential violations.
    - detect, prevent, or otherwise address fraud, security or technical issues.
    - protect against harm to the rights, property or safety of Meteorite Monitoring, our users or the public as required or permitted by law.

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We may share non-personally identifiable information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly to show general trends about the general use of our services.

If Meteorite Monitoring is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

Information Security

We work hard to protect Meteorite Monitoring and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services using SSL.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal information to Meteorite Monitoring employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

Meteorite Monitoring currently processes and stores personal information on servers in Australia, however we may incidentally process or store your personal information on a server located outside Australia.

When this Privacy Policy Applies

Our Privacy Policy applies to all of the services offered by Meteorite Services Pty. Ltd. Inc. and its affiliates, but excludes services that have separate privacy policies that do not incorporate this Privacy Policy.

Our Privacy Policy does not apply to services offered by other companies or individuals or other sites linked from our services. Our Privacy Policy does not cover the information practices of other companies and organizations who advertise our services, and who may use cookies, pixel tags and other technologies to serve and offer relevant ads or otherwise.

Compliance and Cooperation with Regulatory Authorities

We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will update any privacy policy changes on our website and, if the changes are significant, for current clients we will provide email notification of privacy policy changes.
We will also keep prior versions of this Privacy Policy in an archive for your review.

Kind Regards,

Meteorite Monitoring