

Document Number SEN0008	Revision 2.0	Prepared By NB	Approved By NGB
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SENQUIP PRIVACY POLICY

Revision	Date	Change
A	13 February 2019	Initial draft for review and comment
1.0	30 June 2020	Update template and release
1.1	10 September 2022	Minor updates and fixes
2.0	13 October 2023	Major update

1. General

Senquip (Senquip Pty Ltd) knows that You care how Your information is used and shared, and we appreciate Your trust that we do so carefully according to the following Privacy Policy to provide You with our Service. This document is part of the Senquip Terms of Service, and by using Senquip.com (the “Site”) You agree to the terms of this Privacy Policy and Terms of Service. Please read the Terms of Service in their entirety and refer to those for definitions and contacts.

By visiting the Site or using the Service, You consent to the collection, transfer, processing, disclosure, and other uses of Your information described in this Privacy Policy. Senquip collects anonymous and elected data from visitors and Users of the Site to monitor traffic and fix bugs, among other uses described below.

To take advantage of certain features of the Site, Users may elect to provide Senquip with other Personal Information (i.e., user picture, personal website, or payment information), but user decision to do so is strictly voluntary.

2. Personal Information Collected

Senquip may collect some, all, or none of the following information:

- Name, address, telephone number, business name, and email address
- Log-in credentials if You create an account.
- Information about purchases or other transactions with us.
- Information about Your customer service and technical support interactions with us.
- Any other information You choose to provide to us in connection with Your use of the Service.

Senquip takes the privacy and confidentiality of Personal Information seriously and will store said data securely with renowned cloud providers such as, AWS and Microsoft, and will employ industry standard techniques to protect against unauthorised access of information.

Senquip does not share Personal Information without Your consent, unless:

- Doing so is appropriate to carry out Your own request;
- Senquip believes it's needed to enforce our Terms and Conditions of Service, or it is legally required;
- we believe it's needed to detect, prevent or address fraud, security or technical issues;
- otherwise protect our property, legal rights, or that of others.

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3. Personal Information Automatically Collected

If You visit the Site or are subscribed to and use our Service, the Service will collect information that relates to Your use of the Service and may be utilised by Senquip or 3rd party Service Providers including but not limited to providers of hosting services, email marketing platforms, payment processors, and security/fraud prevention companies submitted through the Site. These Service Providers may have access to Your Personal Information for the limited purpose of providing the services we have contracted with them to provide.

The information that we and/or our service provider(s) collect is done by:

- **User Information** As with most websites and technology services delivered over the Internet, our servers automatically collect information when You access or use our Service and record it in log files. This log data may include Your Internet Protocol (IP) address, device type and settings, hardware MAC address, device ID number, the address of the web page visited before using the Service, error logs, browser type and settings, the date and time the Services were used, information about browser configuration and plugins, and language preferences.
- **Location Information** We receive information from You that helps us approximate Your location. We may, for example, use a business address submitted by Your employer, or an IP address received from Your browser to determine approximate location.
- **Cookie Information** In operating the Service or providing the Site, we and our service providers use Internet server logs, cookies, tags, SDKs, tracking pixels, and other similar tracking technologies. We use these technologies to offer You a more tailored experience by understanding and remembering Your browsing preferences.

User Information, Location Information, and Cookie Information may be used by third parties (such as Google Ads) to target advertising on other sites based on Your online activity.

Users can block or delete cookies and still use Senquip. Please consult the Help section of Your browser for more information (e.g., Internet Explorer; Google Chrome; Mozilla Firefox; or Apple Safari). Please note that by blocking, disabling, or managing any or all cookies, You may not have access to certain features or offerings of the Services.

4. Personal Information We Collect from Others

We may receive other information such as demographic and statistical information from Senquip powered services and third parties, such as business partners, marketers, researchers, analysts, User's service end-users, and other parties that we may attribute to You based on Your assignment to certain statistical groups or Service usage. We use this information to supplement the information that we collect directly from You to derive Your possible interests and to provide more relevant experiences for You with our Service and improve our products, analytics, and engagement.

5. Personal Information That May Be Shared

Senquip may share Personal Information for the purposes referenced below:

We use external, 3rd party Service Providers to assist us in delivering the Service: these Service Providers may include but are not limited to providers of hosting services, email marketing platforms, payment processors, and security/fraud prevention companies submitted through the Site. These Service Providers may have access to Your Personal Information for the limited purpose of providing the services we have contracted with them to provide.

Senquip may disclose Your Personal Information if required to do so by law or in the good faith belief that such action is necessary to (i) comply with a legal obligation, (ii) protect and defend the rights or property of Senquip and its affiliates, (iii) act in urgent circumstances to protect the personal safety of Users, Users of the Service, the Site, or the general public, (iv) to address fraud, security or technical issues; or (v) defend against legal liability. (vi) In connection with a sale, merger or change of control.

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In the event that Senquip undergoes a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, You agree that Senquip may transfer Your Personal Information to the successor organisation in such transition so that the Service can continue to operate. In the event of such transfer, Your Personal Information would remain subject to the commitments contained in this Privacy Policy until such time as this Privacy Policy is updated or amended by the acquiring party upon notice to You.

Senquip also uses social buttons provided by services such as Google+, LinkedIn, and Facebook. User use of these third-party platforms and services is entirely voluntary. Senquip is not responsible for the privacy policies and/or practices of these third-party services. Users are responsible for reading and understanding these third-party services' privacy policies and terms of service, not holding Senquip liable for any actions or communications when engaging with these social services.

You can visit the Site without providing any information that can directly identify You by name. If You choose not to provide certain information, You may not be able to use certain features of the Service or parts of the Site. To keep Your information accurate, current, and complete, please contact us as specified at the end of this Privacy Policy with any questions, comments, or updates. We will take all reasonable steps to update or correct information in our possession that You have previously submitted via our Service or Site.

6. Device Data

Device Data is for the sole use of You and Your Users. You must monitor and update Your Users regularly to maintain an appropriate level of Permissions for Your Devices and Your Data. Senquip cannot be held responsible for the actions of Your Users with respect to Your Devices and Your Data.

Senquip will not sell, share, or rent Device Data to others except to our staff and to trusted third parties and affiliates when we need to share the information to provide a product or service You have requested.

We may receive information from Your Devices such as the hardware model, firmware version, connection status, location, Senquip Portal plan status, and Administrator detail. This data allows us to monitor traffic, fix bugs, alert users when upgrades are required among other uses directed at improving the product or service.

With respect to Device Data, we take the privacy and confidentiality of such data seriously, and store said data securely in renowned cloud providers such as, AWS and Microsoft, and employ industry standard techniques to protect against unauthorised access of data.

7. Device Data That May Be Shared

Senquip may share Device Data for the purposes referenced below:

We use external, 3rd party Service Providers to assist us in delivering the Service: these Service Providers may include but are not limited to providers of cloud computing services including compute, storage, database, networking, analytics, and security/fraud prevention companies submitted through the Site. These Service Providers may have access to Your Device Data for the limited purpose of providing the services we have contracted with them to provide.

Senquip may disclose Your Device Data if required to do so by law or in the good faith belief that such action is necessary to (i) comply with a legal obligation, (ii) protect and defend the rights or property of Senquip and its affiliates, (iii) act in urgent circumstances to protect the personal safety of Users, Users of the Service, the Site, or

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the general public, (iv) to address fraud, security or technical issues; or (v) defend against legal liability. (vi) In connection with a sale, merger or change of control.

In the event that Senquip undergoes a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, You agree that Senquip may transfer Your Device Data to the successor organisation in such transition so that the Service can continue to operate. In the event of such transfer, Your Device data would remain subject to the commitments contained in this Privacy Policy until such time as this Privacy Policy is updated or amended by the acquiring party upon notice to You.

8. Data Stored and Retained

Unless otherwise specified in a customer agreement or other written instructions provided by You, Senquip will keep Your information for as long as is reasonably necessary for the purposes outlined in this Privacy Policy, or for the duration required by law, whichever is the longer.

9. Your Rights

For Personal Information that Senquip process as Service provider, You have the following rights in relation to Your Personal Information, depending on the applicable law:

Right of access. If You ask Senquip, we will confirm whether we are processing Your Personal Information and if so, provide You with a copy of that Personal Information (along with certain other details) that have been collected.

Right to rectification. If Your Personal Information is inaccurate or incomplete, You are entitled to ask that we correct or complete it.

Right to erasure. You may ask Senquip to delete or remove Your Personal Information by contacting Senquip at support@senquip.com.

Right to restrict processing. You may ask Senquip to restrict or block the processing of Your Personal Information in certain circumstances, such as where You contest the accuracy of that Personal Information or object to Senquip processing it.

Right to data portability. You may have the right to obtain the Personal Information we process about You in a structured, commonly used and machine-readable format, and to reuse it elsewhere. This information may be received by written request to support@senquip.com or CSV download for any device powered by Senquip Services.

Right to object. You may ask Senquip at any time to stop processing Your Personal Information, and we will do so, if we are:

1. relying on legitimate interests to process Your Personal Information and we cannot otherwise demonstrate compelling legal grounds for the processing;
2. or processing Your Personal Information for direct marketing.

Right to withdraw consent. If we rely on Your consent as our legal basis for processing Your Personal Information, You have the right to withdraw that consent at any time. This will not affect the lawfulness of processing based on Your prior consent and will be applied in a timely fashion upon receiving a request to do so.

Right to lodge a complaint with the data protection authority If You have a concern about any aspect of our privacy practices, including the way we have handled Your Personal Information, You can report it to the data protection authority that is authorised to hear those concerns.

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You may exercise Your rights by contacting us as follows: support@senquip.com

Senquip may amend this Privacy Policy at any time. Use of information Senquip collects is subject to the Privacy Policy in effect at the time such information is used or received by the Site. If Senquip makes any major changes to the manor or process of collecting or using information, Senquip will notify Users by posting an announcement on the Site or sending Users an email. A user is bound by any changes to the Privacy Policy when he or she uses the Services after such changes have been first posted and user notification sent.