

# CHILLISOFT Privacy Policy

## 1. Collection of personal information

Chillisoft collects and stores business contact information from or about you when:

- you make an enquiry or request information from us;
- we fulfil an order for your organisation;
- your information is provided to us in the course of doing business or where we otherwise have dealings with your organisation;
- we collect your information as part of our onboarding procedures before we trade with you;
- you have requested marketing communications be sent to you;
- we get in touch with you about products and services that may be of interest;
- we carry out a joint-marketing exercise with your organisation (for example, Chillisoft contacts your own customers on your behalf to promote a particular product or service);
- you create an account on one of our websites;
- you subscribe to our publications;
- you have attended an event which we have organised;
- you give us feedback;

## 2. How we use personal information collected

Chillisoft may use personal information it collects from you or about you:

- to establish, develop and preserve our relationship with your organisation and other organisations with whom we deal;
- to create, establish and administer your organisation's accounts;
- to respond to your inquiries;
- to provide products or services which your organisation has purchased;
- for marketing and promotional purposes, product development and content improvement. Where required by law, we will obtain your consent before we sent you communications related to marketing and promotions;
- to ask for feedback on our services and products;
- to conduct research and analysis and to monitor and improve the services we provide, including recording your visits to our websites. In these circumstances, we or our agents acting on our behalf, may contact you by email or telephone to ask you for your feedback and comments on our services;
- to solve technical problems; and
- to meet our legal and regulatory requirements.

We will only use your personal data when the law allows us to, in situations such as:

- where we have your consent to send you marketing communications;
- where it is in our legitimate interests (or those of a third party) and where your interests and fundamental rights do not override those legitimate interests (this will often be situations where our sales and marketing colleagues get in touch to see if you are interested in purchasing products and services similar to those you have ordered recently); and
- where we need to comply with a legal obligation (such as provision of information to our regulators).

### **3. Disclosure of personal information**

Except as provided in this policy, or as notified to you at the time we collect your information, Chillisoft will not disclose your personal information except as follows.

- With third parties who need to be in possession of the information to undertake a transaction in which your organisation is taking part in; this includes service providers performing services on our behalf, including without limitation, those that assist us in providing products and services to your organisation (where you are our customer); for example, we may need to provide email addresses of the staff members of your customers so that we can obtain software licences from our vendors; our external suppliers may also have access to your data if they are maintaining systems which your personal information is stored on;
- With third parties required to enforce any agreement we have with you; and
- Where required to by law, including where we are obliged to disclose information under a court order or to a regulator with jurisdiction; this may also include where disclosure is required in connection with a merger, acquisition, or liquidation of Chillisoft, or to protect the rights or property of Chillisoft.

If data is disclosed to third party contractors during data processing they shall be subject to this policy, and, if applicable, to other additional data privacy provisions which Chillisoft deems necessary to protect your personal information.

### **4. Rights regarding the processing of personal data**

Under data protection laws, you may under certain circumstances have the following rights.

- Request access to your personal data;
- Request correction of your personal data;
- Request erasure of your personal data;
- Object to processing of your personal data;
- Request restriction of processing of your personal data;
- Request transfer of your personal data to another provider; and
- Right to withdraw consent.

You may contact us at any time using the details below to exercise your data subject rights. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

If you have provided us with personal data, we will keep your information in accordance with our retention policy. You may withdraw your consent to our processing at any time by contacting us by using the below details. Except where required by applicable laws, we will cease to use your personal data in the manner that was authorised by your consent.

If statutory retention periods require us to continue storing your personal information, we will ensure records which you do not want us to process cannot be accessed in our systems.

Any personal data which we have deleted due to an instruction to erase the data, or where we have chosen to delete the data as it is no longer needed, may be retained in backup systems until the next deletion cycle.

With your consent, we may share personal information with companies, organisations or individuals outside of Chillisoft when we have your consent to do so. We require opt-in consent for the sharing of data. For example, we may provide personal information to other trusted businesses to process it for us, based on your consent and in compliance with this Privacy Policy.

Chillisoft complies with anti-spam laws which apply in your jurisdiction.

### **New Zealand**

Phone:

[+64 9 309 3281](tel:+6493093281)

**Address:**

Level 1

162 Grafton Road, Grafton

Auckland 1010.

**Postal:**

PO Box 7429 Victoria Street West,

Auckland 1142, New Zealand

### **Australia**

**Address:**

100 Walker Street, North Sydney, 2060

**Phone:**

[+61 3 8682 9963](tel:+61386829963)