

# Privacy Policy

At Orbitus, we uphold the utmost respect for privacy and value the individuals we interact with. We are dedicated to safeguarding your privacy and adhering to the relevant privacy laws and regulations, including the Privacy Act 1988 (Cth).

Confidential information encompasses various categories, such as proprietary data belonging to Orbitus, personnel details, contractual documents, financial records, medical data, as well as customer and supplier lists.

This Policy outlines our practices for collecting, storing, utilizing, and sharing your personal information. Furthermore, it elucidates our commitment to maintaining the integrity and security of your personal data.

## What do we mean by personal information?

The term *personal information* refers to any factual or subjective details, regardless of their accuracy, and regardless of whether they are documented or not, pertaining to an identified individual or a person who can reasonably be identified. Broadly speaking, this incorporates information or an opinion that directly or indirectly establishes your personal identity.

## How and what information do we collect?

The personal information we collect relates directly to what you have given us. These can include - your name, mailing or street address, email address, phone number, personal vehicle details, current GPS location.

The only way we directly obtain your personal information is with the following:

- i. Phone/In-person/Online interactions
- ii. GPS locations, when purchased/trail trackers are enabled
- iii. Participation in surveys or questionnaires
- iv. Subscription to our mailing list
- v. Job applications for positions as an employee, contractor, or volunteer

## When is your personal information used?

We utilise personal information for a multitude of purposes relating to our operations and endeavors. We employ personal information to fulfill your requests for information or services, which may involve the use of GPS tracking. Additionally, we strive to provide you with a personalised experience and a comprehensive range of services. The data collected also aids us in enhancing the quality of our services and for internal administrative purposes. Moreover, we may utilise personal information for marketing and research purposes.

## Third party sites

Our website may include links to websites operated by third parties. When you access a third-party website through our website, personal information may be collected by that third-party website. We do not make any representations or warranties regarding the privacy practices of such third-party providers or websites, and we are not responsible for their privacy policies or content. It is the responsibility of the third-party providers/websites to inform you about their own privacy practices, and we encourage you to review their privacy policies accordingly.



### **Do we collect personal information from third parties?**

We may obtain your personal information from third parties or publicly accessible sources, such as credit reporting agencies. This information could be used for account applications, credit assessments, and interactions with credit providers you are currently associated with. It may also be shared with other entities, such as ratings agencies, credit enhancers, or guarantors, for the purposes of evaluating creditworthiness or managing outstanding payments.

In accordance with this Policy, we may share your personal information with third parties in situations where it is reasonably expected. For instance, we may disclose your personal information to our trusted third-party service providers, including IT or GPS tracking providers, as well as marketing providers. Additionally, we may engage professional services advisors who may have access to your personal information for the purpose of assisting us in our operations. Rest assured, such disclosures are made in compliance with applicable privacy regulations and with the aim of delivering efficient and effective services to you.

### **Is your personal information protected?**

We are dedicated to maintaining the confidentiality and security of the personal information we hold about you. We take reasonable measures to ensure this, including implementing robust physical security measures for our premises and databases/records. Access to personal information is restricted only to authorized personnel who require it to provide you with effective services. Moreover, we have implemented technological safeguards, such as anti-virus software and firewalls, to further enhance data protection. These measures are in place to safeguard your personal information and uphold your privacy.

We have a policy of retaining your personal information only for as long as necessary. Typically, this means we will keep your personal information for the duration of your relationship with us. However, there may be instances where we are required by applicable laws, such as record-keeping obligations, to retain your personal information for a longer period. Rest assured, we will not retain your personal information beyond what is necessary and will adhere to legal requirements in this regard.

### **Can you access your personal information?**

Orbitus is committed to ensuring the accuracy, completeness, and currency of your personal information. If you wish to access and/or correct the personal information we hold about you, please contact us to make a request. To facilitate the process, kindly provide identifying information, including your name and contact details. Additionally, specify the personal information you seek to access, the preferred method of access (such as email or postal copy), and whether you authorise someone to access the information on your behalf. We value your privacy and will make reasonable efforts to accommodate your requests in a timely manner.

### **Your personal information online**

Website analytics:

To enhance our services, we utilize an external analytics service on our website to gain insights into visitor traffic. While the data collected is generally anonymous, there may be circumstances where it can be linked to you.

Direct marketing:



If you have requested or consented to receiving direct marketing communications, we may send you information about our services, opportunities, or events that we believe may interest you. These communications, sent in compliance with relevant marketing laws like the Australian Spam Act 2003 (Cth), can be delivered via mail, SMS, or email. By providing your consent, you agree to receive such direct marketing communications through any of these methods. We will make reasonable efforts to respect your communication preferences whenever practical.

You have the option to opt-out of receiving marketing communications from us at any time by contacting us using the details outlined in the "contact us" page.

Furthermore, we may utilise your personal information or share it with third parties for advertising purposes, including online behavioural advertising, website personalization, and targeted or retargeted advertising content delivery (including on third-party websites).

### **Inquires and Complaints**

For complaints about how Orbitus handles, processes or manages your personal information, please contact us at the [support@orbitus.com.au](mailto:support@orbitus.com.au) email address. Note we may require proof of your identity and full details of your request before we can process your complaint. Please allow up ten (10) business days for Orbitus to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Orbitus's response to a complaint, you have the right to contact the Office of Australian Information Commissioner at [www.oaic.gov.au/](http://www.oaic.gov.au/) to lodge a complaint.

