

ybot Privacy Policy

1 About our Privacy Policy

1.1 This policy was last modified on **12 October 2020**.

1.2 The privacy of Personal Information is critically important to ybot. We respect our client's and website visitor' rights to privacy and rights under the Privacy Act and are committed to complying with the requirements of Privacy Legislation in the collection and handling of Personal Information.

1.3 This policy explains how we collect and handle Personal Information and describes the kinds of Personal Information we collect, use and disclose and our purposes for doing so.

1.4 Generally, Personal Information is information which may be used to ascertain a person's identity.

1.5 This policy applies to our clients, users of our Website and covers interactions between us and employees and representatives of clients.

THE CONTINUED USAGE OF OUR WEBSITE AND SERVICES WILL BE TAKEN TO INDICATE ACCEPTANCE OF THE TERMS OF THIS PRIVACY POLICY

1.6 Please note that our Website may contain links to other websites, and your use of those websites is not covered by this privacy policy.

2 Why and how we collect Personal Information

2.1 The purposes for which we collect and hold Personal Information include:

- (a) To analyse data collected from our Website concerning site visits and activities of users on our Website. This helps us run our Website more efficiently and provide a better experience online. We use information from third party services such as Google Analytics to help further improve your experience in using our Website;
- (b) In connection with your attendance or participation in functions, events or activities which we operate;
- (c) To manage our relationship with you, evaluate our business performance and build our customer database and analytics for our business;
- (d) To conduct machine learning experiments and development;
- (e) To provide you with information about our products, services, functions, events or activities;
- (f) To deliver products and services to you;

- (g) To provide you with aftermarket services, such as seeking your feedback, addressing any further requests you may have in connection with our services;
- (h) To conduct research, compile or analyse statistics relevant to the operations of our business;
- (i) To create backups of our business records; and
- (j) For direct marketing purposes as set out below.

3 What kinds of Personal Information we collect

3.1 The kinds of information we collect when you deal with us may include:

- (a) Your name, address, area code, contact details, telephone, company name, and URL;
- (b) A copy of your photographic identification which may include your Driver License, Passport or other photographic identification;
- (c) Your email address;
- (d) Other information you choose to provide us with.

4 Information collected through our Website

4.1 We also collect information from your computer automatically when you browse our Website. This information may include:

- (a) the date and time of your visit;
- (b) your domain;
- (c) locality;
- (d) operating system;
- (e) the server your computer is using to access our Website;
- (f) your browser and version number;
- (g) search terms you have entered to find our Website or enter on our Website;
- (h) pages and links you have accessed both on our Website and on other websites;
- (i) the last website you have visited;
- (j) the pages of our Website you access;
- (k) any content you enter into our website, such as through a form or chatbot; and

(l) your IP Address.

4.2 Please note that it may be possible for us to identify you from information collected automatically from your visit(s) to our Website.

4.3 We may use analytics software such as Google Analytics and methods known as cookies which transmit the data listed above to third party servers located overseas including within the United States of America. To our knowledge Google Analytics does not identify individual users or associate your IP Address with any other data held by Google.

4.4 If you do not wish to grant us the right to use cookies to gather information about you while you are using our Website, then you may elect to set your browser settings to disable cookies. This may cause parts of our Website to not function properly.

5 How we collect and store data and transmit Personal Information

5.1 We usually collect and store information in paper, physical and electronic form provided by you in person or when you communicate with us by telephone, email, web-based form, letter, facsimile or other means, including:

- (a) When you contact us over the phone;
- (b) When we provide you with our services via telephone, email to our website;
- (c) When we provide you with assistance or support for our products or services;
- (d) When you participate in our functions, events or activities;
- (e) When you request that we provide you with information concerning our products or services; and
- (f) If you complete any forms requesting information from you, complete any survey or provide feedback to us concerning our products or services.

5.2 Where practicable we will only collect information from you personally.

5.3 Please note that we use our own and third party computer servers including our website hosts, data backups and payment gateway(s), which may be located overseas and as such your Personal Information will likely be stored and transmitted overseas as part of the operation of our business.

5.4 We take reasonable steps to protect your Personal Information by:

- (a) Maintaining strict internal policies for employee handling of Personal Information and client data to ensure confidentiality and the highest levels of security;
- (b) Maintaining a separate computer network isolated from the internet to handle the Personal Information of our client's customers during our engagement;
- (c) Securing our physical premises and storing physical records of data;

- (d) Placing password protection and access control over our databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- (e) Taking regular back-ups of our electronic systems.

6 Not identifying yourself

6.1 We may be able to provide you with limited information in the absence of your identifying yourself but generally we will be unable to provide you with any services unless you have identified yourself.

7 How we disclose Personal Information

7.1 We will not sell, trade or rent your Personal Information to any third parties for marketing purposes without your consent or other than as disclosed in this policy.

7.2 We will disclose your Personal Information if we are required to do so under law or if the disclosure is made in connection with either the normal operation of our business in a way that you might reasonably expect, for example to process an insurance claim, or if such disclosure is incidental to IT services being provided to our business, or in connection with any insurance or warranty claim or for the resolution of any dispute that arises between you and us. This disclosure may involve your Personal Information being transmitted overseas.

7.3 For example we may disclose your Personal Information:

- (a) When your authorised representative, such as an accountant or lawyer, contact us in connection with us providing you with services;
- (b) If the disclosure is requested by a government agency or the courts.

7.4 We may also disclose your Personal Information if you choose to participate in online or “app” based service offerings whereby your Personal Information may be disclosed to and stored in software which is operated by a third party intermediary as part of your dealings with us. Personal Information disclosed in this way will be transmitted offshore, including to the United States of America.

7.5 In the event of a sale of our business (or sale of part of our business), we may disclose Personal Information to the buyer, but only upon our being reasonably satisfied that the buyer has agreed to treat your Personal Information in a manner no less restrictive than as set out in this policy.

8 How we use Personal Information for direct marketing

8.1 We may contact you from time to time to inform you about existing and new products and services that we feel you may be interested in.

8.2 We will ensure that any email we send you contains an ‘unsubscribe’ option so that you can remove yourself from any further marketing communications.

8.3 You can also call or write to us to request that your details be removed from our direct marketing list.

8.4 Our direct marketing list may be operated by software and servers located overseas and as such your Personal Information may be sent overseas as part of our marketing.

9 How to access or correct your Personal Information or make an enquiry or complaint

9.1 If you wish to access or correct the Personal Information we hold about you, or make a complaint, please contact us in writing:

Privacy Officer
ybot International, Inc.
GPO BOX 997
Sydney NSW 2001
Australia

9.2 In order to disclose information to you in response to such a request we may require you to provide us with sufficient comfort as to your identity.

9.3 We may also charge you a fee to provide this service, which we will inform you of at the time. All requests for Personal Information will be handled in a reasonable period of time.

9.4 If you are not satisfied with our handling of a complaint or the outcome of a complaint you may make an application to the corresponding governing body in your Country, State or Territory.

10 Updates to this privacy policy

10.1 This policy may be updated from time to time and the most up to date version will be located at our Website.

11 Definitions used in this policy

“IP Address” means a number automatically assigned to your computer and which is required when you are using the internet and which may be able to be used to identify you.

“Personal Information” has the meaning set out in the Privacy Act.

“ybot” “we” “our”, “us” and similar terms means ybot International, Inc.

“Privacy Act” means the *Privacy Act* 1988 (Cth) as amended from time to time.

“Privacy Legislation” means such laws as may place requirements on the handling of Personal Information including the Privacy Act.

“You”, “your” and similar terms means, as the context requires:

(a) You, during your usage of our Website; and/or

- (b) You, during your dealings with us as a customer or supplier; and/or
- (c) Any agent providing your Personal Information to us; and/or
- (d) Any agent dealing with us on your behalf.

“Website”

means www.ybot.ai and other websites that we may operate from time to time.