

# D&D Technologies' Privacy Policy

This Policy describes how the D&D Technologies Group collects, uses and shares your personal information. D&D is committed to keeping personal information confidential and takes reasonable steps to comply with its obligations under applicable privacy laws.

The D&D Technologies Group includes:  
- D&D Group Pty Ltd. (Australia) - D&D Technologies Pty Ltd. (Australia)  
- D&D Technologies (USA), Inc. (United States) - D&D Technologies B.V (Europe) (collectively referred to as "D&D")

Throughout this Policy, we refer to our website(s), applications, product offerings, software, and services collectively as the "Services." WHEN YOU USE OUR SERVICES, YOU AGREE THAT WE MAY USE AND DISCLOSE YOUR PERSONAL INFORMATION AS DESCRIBED IN THIS POLICY. If you do not consent to these terms, you should not use the Services or otherwise provide us with any personal information.

This Policy does not describe the practices of any other party that may have access to your personal information. To the extent that we provide your personal information to our agents or service providers, we take what we believe to be commercially reasonable steps to ensure that they safeguard the confidentiality of such information and use it only for the intended purposes. However, we are not responsible for the practices employed by any third party website that we may link to, nor for the information or content contained therein. We encourage you to review the privacy statements of such other websites to understand their information practices and terms of service before you submit any personal information to these websites.

## 1. Collection

D&D will only collect personal information which is relevant to and necessary for a legislative function or activity of our business or for related purposes. Personal information we may collect includes (but is not limited to) your name, home or work address, email address, age and/or date of birth, telephone number (landline and/or mobile), payment details. We may collect such personal information when you visit our website, register for our products or services, provide feedback, contact us by telephone, fax, email or post.

We may also collect personal information about you via third parties (ie other organisations). However, we will only collect your personal information in this way if it is unreasonable or impractical to collect this information directly from you or if we are otherwise permitted to do so.

## 2. Anonymity

Where practicable D&D will maintain the anonymity of an individual in a database of personal information unless identification of an individual is necessary for the purposes for which D&D uses such information in accordance with privacy laws.

## 3. Use and Disclosure

We use the personal information we collect about you for our everyday business functions and activities, which may include the following:

- to communicate with you and provide you with information, products or services you have requested;
- to assist customers by providing them with information and support;
- to personalise and customise your experiences with our website;
- to manage and administer any account you may hold with us;
- to promote and market our products and services to you or provide you with information that we believe may be of interest to you;
- to help us research the needs of our customers and to market our products and services with a better understanding of your needs and the needs of customers generally;
- to conduct research for the purposes of improving existing products or services or creating new products or services;
- to record feedback or comments that you have submitted to us;
- for security, anti-fraud, authentication and verification purposes;
- to respond to or participate in commercial disputes (e.g., lawsuits or investigations);
- to comply with applicable law, to respond to legal process or regulatory authorities, or to investigate, prevent or take action regarding suspected or actual illegal activities;
- in connection with a merger or other business combination or separation (such as a change in business structure, reorganization, stock or asset sale, spinoff, bankruptcy, or dissolution);
- to provide advertising material to you regarding us, our clients, and other business partners; and
- to share your personal information to companies within the D&D Group, business partners and selected third parties, including third party service providers who help us to operate and improve our business.

3.1 You consent to us using your personal information in the above ways, and for such other lawful purposes as may be disclosed or evident at the time that you provide personal information to us (e.g., when you provide personal information in response to a survey, to sign up for an event, or to register for a newsletter).

3.2 We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information.

3.3 We do not otherwise disclose your personal information without your permission, unless the disclosure is: in accordance with this Policy or any agreement you make with us; required or authorised by law; or made with your consent.

3.4 If you choose not to provide your personal information to us for the purposes set out in this Policy, we may not be able to undertake certain activities for you, such as providing you with requested information, products or services.

## 4. Sensitive Information

D&D does not, and will not, collect or use sensitive information or sensitive personal data. Should sensitive information be provided to D&D it will comply with relevant privacy laws concerning that information.

## 5. Marketing

D&D may collect your personal information, such as your areas of interest and other information you provide us, for marketing purposes. D&D may use your personal information to build mailing lists for commercial purposes but we are not a list broker. We will only contact you by electronic means (email or SMS) with information about goods and services similar to those which were the subject of a previous sale to you. We may use your personal information to keep you up to date with our products and services. If you do not want us to do this, please contact us. If we previously obtained your consent, we may disclose your personal information to an associated partner with which we have arrangements. We may do this so that our associate partners may contact you about other products or services that you may be interested in. If you do not want us to use your personal information for marketing purposes, or if you want us to pass your details on to third parties for marketing purposes, please tick the relevant box situated on our website on which we collect your personal information. We may use information we receive about you from our alliance partners, such as insurers, to assist our staff in better identifying the products and services that may be relevant to you and for marketing and administrative purposes.

You may manage your receipt of marketing and other non-transactional communications by emailing us at:

**Australia/New Zealand region** - [sales@ddtech.com.au](mailto:sales@ddtech.com.au),

**North America region** - [info@ddtechusa.com](mailto:info@ddtechusa.com)

**United Kingdom and the European Union** - [sales@ddtech.nl](mailto:sales@ddtech.nl)

or by clicking on the "unsubscribe" link located on the bottom of our marketing emails. You cannot opt out of receiving transactional emails related to your use of our Services.

## 6. Cross-border Data Flow

We may disclose your personal information to our related entity in the United States for internal reporting services. We will not disclose your personal information to any other organisation or individual located outside your jurisdiction unless you have consented or the disclosure is authorized by law.

## 7. Data Security

We use appropriate technical and organisational measures to protect your personal information we hold from loss, misuse or unauthorised access, interference, disclosure, alteration and destruction. This includes any information collected via our website or which is held in either hard copy files or electronically on a computer system either on our premises or offsite with our trusted third party service providers. Nevertheless, please be advised that no security measure, system, or control is infallible. We accordingly do not guarantee the security or confidentiality of Personal Information and disclaim any express or implied warranties, duties or conditions in that regard. If any applicable law imposes on us a duty with respect to these matters that cannot be disclaimed, you acknowledge and agree that our commercially reasonable precautions shall be considered to satisfy that duty unless (and only unless) we have engaged in wilful misconduct.

When purchasing from the D&D Technologies website your financial details are passed through a secure server using the latest 256-bit SSL (secure sockets layer) encryption technology. We use the Westpac PayWay payment gateway to process customer payments. Secure Sockets Layer (SSL) technology with 256-bit encryption protects the security of your online order information. When you place an order online and provide your credit card number, SSL encrypts all personal information including your card number, name and address. With this encryption, only we have the ability to decode your information. If you have any questions regarding our security policy, please contact us.

Your personal information is stored on our computer files located in our secure premises. This information Data on our computer system is backed up to guard against system failures and is overwritten every four weeks.

In addition to the above, D&D has a Staff Security Agreement which is designed to ensure that the use of your personal information shall only be used for the permitted purposes.

## 8. Information collected via our website

We will not collect any personal information about users of our website except when they knowingly provide it or as otherwise described below.

### Click Stream Data

When you visit and browse our website, our website host may collect information for statistical, reporting and maintenance purposes.

Subject to the "Use and Disclosure" section above, the information collected by our website host is used to administer and

improve the performance of our website and will not be used to identify you. The information may include:

- the number of users visiting our website and the number of pages viewed;
- the date, time and duration of a visit;
- the IP address of your computer; and
- the path taken through our website.

## Cookies

Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns. Cookies may be used on our website to monitor web traffic, for example the time of visit, pages visited and some system information about the type of computer being used. We use this information to enhance the content and services offered on our website.

Cookies are sometimes also used to collect information about what pages you visit and the type of software you are using. If you access our website or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive. Cookies may also be used for other purposes on our website but in each case none of the information collected can be used to personally identify you.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites then you may not be able to gain access to all of the content and facilities in those websites.

Strictly necessary cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.

Analytical/performance cookies: They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies: These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies: These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You may be able to "opt-out," disable or restrict some cookies or similar information gathering tools, such as through your web or other browser settings or through third party mechanisms (e.g., some industry trade associations offer some opt-out mechanisms). However, not all cookies or other tools are so controlled and not all "opt-out" or similar mechanisms work on all browsers or access devices. Even effective opt-out opportunities can become ineffective over time or as technologies or browsers change. The Interactive Advertising Bureau (IAB) is an industry body that develops standards and guidelines to support online business processes. It has produced a website ([www.allaboutcookies.org](http://www.allaboutcookies.org)) which explains how cookies work and how they can be managed. You can also review your browser or access device settings. Although such information should be helpful, we do not control or guarantee its accuracy or that it will be effective with respect to all information gathering tools or in all circumstances. If you choose to refuse cookies or other similar tools from our websites, some functionalities or features of those websites might not work properly, may be slower, or may be unavailable.

## Web Beacons

Web beacons are images that originate from a third party site to track visitor activities. We use web beacons to track the visiting patterns of individuals accessing our website.

California Disclosure. CA Bus. & Prof. Code § 22575 requires us to disclose how our Site responds to Web browser "do not track" signals and/or other mechanisms that seek to provide consumers with the ability to control the collection of their personal information through online tracking technologies for certain purposes, such as targeted or behavioral advertising. Please note that if your browser or similar mechanism gives one of our websites a "do not track" signal, the website will make commercially reasonable attempts to honor your settings, to the extent required by applicable law. However, we do not make any promises or guarantees about the effects of any "do not track" choice that you may make because: (a) such treatment is not necessarily available or effective for any or all browsers, mechanisms or tracking technologies, and our commercially reasonable attempts to honour your settings might or might not be effective to preclude tracking or behavioural advertising; (b) third parties may not honour our settings or our policies and/or may use cookies or other tracking technologies for behavioural advertising despite our commercially reasonable attempts to prevent them from doing so; and (c) tracking technologies, browsers, and access devices may change from time to time and our commercially reasonable attempts might or might not be effective for each technology or across all platforms.

## 9. Data quality

The accuracy and quality of personal information is governed by the accuracy and quality of the information supplied by our clients.

## 10. Access

You are entitled to request access to personal information we hold about you. We will permit access in accordance with applicable privacy laws and your access rights can be exercised by writing to the Privacy Officer listed in the Contact Us section. We will respond to your request within a reasonable period after the request is made or within any other prescribed statutory timeframe. However, we reserve the right to deny your request for any appropriate reason, subject to applicable law. For example, some laws may allow us to deny a request to access personal information where the burden or expense of providing access would be disproportionate to the risks to your privacy, or where such access would compromise the rights of other persons.

We may also in certain circumstances be entitled to charge a fee for providing access. In the United Kingdom, for example, requests may be subject to a statutory fee of £10 to meet our costs in providing you with details of any personal information we hold about you.

## 11. Correction

Any personal information which we are satisfied is inaccurate, out-of-date, incomplete, irrelevant or misleading will be noted and we will respond to your request to correct within a reasonable period after the request is made. You can make a request to correct your data by contacting us using the details in the Contact Us section. However, we reserve the right to deny your request for any appropriate reason, subject to applicable law.

## 12. Privacy Protections for Children

No part of the Services is designed or directed to children. To use or provide personally identifiable information through the Services you must be at least eighteen (18) years of age. If you are under 18, please do not send any information about yourself to us, including your name, address, telephone number, or email address. If we learn that we have collected personal information from a person under age 18, we will delete that information promptly. If you believe that we might have any information from or about a person under the age of 18, please contact us as described below.

## 13. Changes to this Policy

We reserve the right to update or alter this Policy from time to time. Any changes will be posted on this page and where appropriate will be notified to you by e-mail.

## 14. Contacting Us

If you feel that we have not respected your privacy or conducted ourselves in a manner inconsistent with this Policy, or for access and correction requests or any other privacy related queries, please contact us:

### AUSTRALIA

Privacy Officer: David Calabria  
Unit 6, 4-6 Aquatic Drive, Frenchs Forest NSW 2086  
Tel: 1800 500 203  
Email: [sales@ddtech.com.au](mailto:sales@ddtech.com.au)

### NORTH AMERICA

Privacy Officer: David Calabria  
7731 Woodwind Drive, Huntington Beach CA 92647  
Tel: 800-716-0888  
Email: [info@ddtechusa.com](mailto:info@ddtechusa.com)

### UNITED KINGDOM/EUROPE

Privacy Officer: David Calabria  
Vondellaan, Niasstraat 1  
3531 WR Utrecht  
The Netherlands  
Tel: +31 (0)30 291 9847  
Email: [sales@ddtech.nl](mailto:sales@ddtech.nl)

For a downloadable (PDF) version of our  
Privacy Policy information, go to our website at  
[www.ddtechglobal.com](http://www.ddtechglobal.com)



AUSTRALIA: Telephone: 1800 500 203 or (02) 9454 7800. Email: [sales@ddtech.com.au](mailto:sales@ddtech.com.au)

NORTH & SOUTH AMERICA: Telephone: (800) 716 0888. Email: [info@ddtechusa.com](mailto:info@ddtechusa.com)

EUROPE: Telephone: +31 (0)30 291 98 47. Email: [sales@ddtech.nl](mailto:sales@ddtech.nl)