

Sourceit Privacy Policy

Introduction

Please take the time to read Our Privacy Policy when entering this site as the use of this site shows your acceptance of the conditions of the Policy.

This Privacy Policy is made on behalf of Sourceit and all references to 'Sourceit', 'We', 'Us', 'Service', 'Services' or 'Our' in this Privacy Policy refers to Sourceithq Pty Ltd (ABN 16 609 743 197) or it's trading names.

We offer a wide range of products and refer to any or all of these as 'Services' in this policy.

Sourceit retains personal data within its service on behalf of clients and users.

Our commitment to privacy

At Sourceit, We understand the importance attached to information that identifies your personal data. Protecting the confidentiality of that information is fundamental to the way We do business, so We treat very seriously the ongoing trust you have in Us to keep that information private and confidential.

This Privacy Policy relates to all personal information and transactional data (personal information) you may provide Sourceit as you do business with Us or that We collect during the use of Our applications. Unless you give Us permission to use your personal information in another way, We will safeguard your personal information, including how We collect, use, store and disclose that personal information.

By using the Service, you represent and warrant that you have also read and understood, and agree to be bound by, both this Privacy Policy and Sourceit's separate Terms of Service document (the "Terms of Service"), which is incorporated by reference and made part of this Privacy Policy.

What personal information do We collect?

In carrying on Our business, Sourceit must collect certain personal information that is necessary to establish and service a mutually rewarding relationship in order to help you access and use Our Services.

Personal information collected and maintained typically includes business correspondence including:

- First name and last name,
- company,

- business unit,
- address (including city, state, zip/postcode, country),
- telephone and
- e-mail address.

We must not collect the personal information if you instruct Us not to, however, if you provide incomplete or inaccurate information, We may not be able to provide you with the Services you require where the personal information We need is relevant to the service.

The service may contain features (e.g., email, instant messages, electronic messaging, etc.) that allow you to upload, post, transmit, display, perform, or distribute content, or other information, including your Personal Information. Any information that you choose to disclose by means of such features becomes public information over which Sourceit is unable to exercise control. You should exercise caution when deciding to disclose your Personal Information by means of such features, and you agree to assume all responsibility for doing so.

We also collect personal information from prospective employees. Sourceit retains all information relating to unsuccessful applicants for a period of six months, after which time this information is destroyed or deleted.

How do We collect the personal information?

While We collect most personal information directly from you, We also automatically gather information that web browsers make available, including: (i) IP addresses; (ii) internet domain names; (iii) types of devices accessing the service; and (iv) types of web browsers accessing the service.

For example, We may collect personal information when you subscribe to a service, complete any form on Our website or service, deal with Us over the telephone, email Us, visit Our website (www.sourceithq.com) or any website landing pages, or when you have contact with Us in person.

Children's privacy

Sourceit does not solicit or knowingly collect Personal Information from children under the age of 13. If Sourceit obtains actual knowledge that it has collected Personal Information from a child under the age of 13, Sourceit will immediately delete such information from all its databases. Because Sourceit does not collect Personal Information from children under 13, Sourceit has no such information to use or disclose to third parties. Sourceit has designed this Privacy Policy to comply with the Children's Online Privacy Protection Act ("COPPA").

How We use the information We collect?

How We use the information We collect depends in part on which Services you use, how you use them, and any preferences you have communicated to Us.

We collect your personal information for the primary purpose of building and servicing Our relationship with you, however, We may also use or disclose your personal information for purposes secondary to the main reason We collect it, such as:

- authenticate you when you log in
- provide and maintain Services
- billing and administration
- customer support
- regulatory reporting and compliance
- protecting you and Sourceit from error and fraud
- helping Us to identify and inform you about other products or Services that may be of benefit to you

We may also contract out some of Our functions and activities. For example, We may provide names and addresses to a mailing house to mail printed products to you.

Cookie Policy

“Cookies” are text files that are placed on your computer by websites that you visit or certain emails that you open. Cookies store a string of information on a user’s computer or mobile device, which the user’s web browser provides to the Service automatically each time it interacts with the Service. The purpose of Cookies is to identify the user as a unique user of the Service.

If you do not wish to have Cookies placed on your computer or mobile device, you should set your web browser to refuse Cookies before accessing the Service.

Third Party applications

Sourceit discloses Personal Information to those who help it provide Services, including without limitation those who perform technical, administrative and data processing tasks such as hosting, billing, fulfillment, data storage, marketing and security.

For the purposes of transparency, current providers engaged to support the daily business activities of Sourceit where Personal Information may be stored and managed (last updated May 2018) are:

- Microsoft Azure (data hosting - <https://azure.microsoft.com/en-Us/support/legal/>)
- Chargebee (subscription billing - <https://www.chargebee.com/privacy/>)

- Stripe (payment gateway - <https://stripe.com/au/privacy>, <https://stripe.com/ca/privacy>, <https://stripe.com/ch/privacy>)
- SharpSpring (marketing automation and CRM - <https://sharpspring.com/legal/privacy/>)

By accessing Our Service and agreeing to our Privacy Policy, you agree to allow Us to maintain any or all of your Personal Information with our nominated third-party providers.

Your Personal Information will not be shared with any other outside agency or provider unless nominated in our Privacy Policy.

Information We receive from other sources

We receive information about you from other service users, from third party Services, from our related companies and from our business and channel partners.

Other users of the Services may provide information about when they submit content through the Services. For example, you may be mentioned in a Sourceit issue opened by someone else. We also receive your email address from other service users when they provide it in order to invite you to join the Services. Similarly, an administrator may provide your contact information when they designate you as the billing, approver, delivery contact, account manager or any other contact on your company's account.

We receive information about you when you or your administrator integrate or link a third-party service with our Services. For example, if you create an account or log into the Services using your Google credentials, We receive your name and email address as permitted by your Google profile setting in order to authenticate you. You or your administrator may also link our Services with other Services you use, such as to allow you to access, store, share and edit certain contact from a third-party through our Services. For example, you may authorize our Services to access and share information relating to financial transactions, delivery locations and supplier details. The information We receive or send when you link or integrate our Services with a third-party service depends on the settings, permissions and privacy policy controlled by that third-party service. You should always check the privacy settings and notices in these third-party Services to understand what data may be disclosed to Us or shared with our Services.

Your consent to disclosure

In certain circumstances, your consent will be obtained so that We can disclose your personal information. Your consent is important to Us and can be express or implied.

Your express consent can be verbal or written.

Without limitation, by registering for the Service and/or by providing your name, email, postal or residential address, and/or phone number through the Service, you hereby expressly consent to receive electronic and other communications from Sourceit, over the short term

and periodically, including email communications, regarding the Service, new product offers, promotions, and other matters.

You may opt out of receiving electronic communications at any time by (a) following the unsubscribe instructions contained in each communication; or (b) sending an email to the Data Protection Officer at support@sourceithq.com.

You imply consent when We can reasonably conclude that you have given consent by some action you have taken, such as opting in to receive data or information.

Marketing

We do not disclose names and addresses to third parties for the purposes of allowing them to direct market their products and Services to you, however, from time to time, We may employ third-party companies and individuals to collect personal information from you to identify products and Services that may be of interest to you.

We utilize the Services of a range of third-party providers including:

- Google Analytics - <http://www.google.com/intl/en/policies/privacy/>
- Google Adwords - <http://www.google.com/intl/en/policies/privacy/>
- LinkedIn – <https://www.linkedin.com/legal/privacy-policy>
- Facebook – <https://www.facebook.com/privacy/explanation>
- Twitter - <https://twitter.com/privacy>

When you first enter into a relationship with Us, We will ask for your consent to do this. Of course, you can choose not to receive direct marketing information from Us at any time, and We will honor your wishes.

Keeping your personal information current

By keeping your information accurate and current, We can provide you with a better service. As such, We are committed to ensuring your personal information is accurate, complete and current, whenever We collect or use it. If at any time you find that the information We hold about you is incorrect, please contact Our Privacy Coordinator in writing to Sourceithq Pty Ltd, 8 Rogers Street, Port Melbourne 3207 or email at support@sourceithq.com

Keeping your personal information secure

Sourceit takes security of your Personal Information seriously. We use commercially reasonable safeguards to protect against the unauthorized access, use, modification, distribution or disclosure of your Personal Information.

Only authorized users can access your personal information, and access is limited for approved purposes only.

How long We keep information We collect about you depends on the type of information, as outlined in further detail below. After such time, We will either delete or anonymize your information or, if this is not possible (for example, because the information has been stored in backup archives), the We will securely store your information and isolate from any further use until deletion is possible.

Account information

We retain your account information for as long as your account is active and a reasonable period thereafter in case you decide to re-activate the Services. We also retain some of your information as necessary to comply with Our legal obligations, to resolve disputes, to enforce Our agreements, to support business operations, and to continue to develop and improve Our Services.

Where We retain information for service improvement and development, we take steps to eliminate information that directly identifies you, and We only use the information to uncover collective insights about the use of Our Services, not to specifically analyze personal characteristics about you.

Information you share on the Services

If your account is deactivated or disabled, some of your information and the content you have provided will remain in order to allow your team members or other users to make full use of the Services. For example, we continue to display messages you sent to the users that received them and continue to display content you provided.

Managed accounts

If the Services are made available to you through an organization (e.g., your employer), We retain your information as long as required by the administrator of your account.

Marketing information

If you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in Our Services, such as when you last opened an email from Us or ceased using your Sourceit account. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

Policy changes

For time to time We may use personal information for new or unanticipated uses not previously disclosed in Our Privacy Policy. If Our personal information practices change at some time in the future, We will post the policy changes on Our website to notify you of these changes and

provide you with the ability to opt out of these new uses. If you are concerned about how your personal information is used, you should check Our website periodically.

Accessing your personal information and resolving your concerns

You have certain choices available to you when it comes to your information.

You have a right to request a copy of your information, to object to Our use of your information (including for marketing purposes), to request deletion or restriction of your information, or to request your information be in a structured, electronic format.

You can exercise some of the choices by logging into the Services and using settings available within the Services or your account. Where the Services are administered for you by an administrator (see "Notice to End Users" below), you may need to contact your administrator to assist with your requests first. For all other requests, you may contact Us as provided in the Contact Us section below to request assistance.

Your request and choices may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which We or your administrator are permitted by law or have compelling legitimate interests to keep. Where you have asked Us to share data with third parties, for example, by installing third-party apps, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted. If you have unresolved concerns, you may have the right to complain to a data protection authority in the country where you live, where you work or where you feel your rights were infringed.

Access and update your information

Our Services give you the ability to access and update certain information about you from within the service. For example, you can access your profile information from your account and search for content containing information about you using key word searches in the Service. You can update your profile information within your profile settings and modify content that contains information about you using the editing tools associated with that content.

Deactivate your account

If you no longer wish to use our Services, you or your administrator may be able to deactivate your Services account. If you can deactivate your own account, that setting is available to you in your account settings. Otherwise, please contact your administrator. If you are an administrator and are unable to deactivate an account through your administrator settings, please contact Sourceit support.

Please be aware that deactivating your account does not delete your information; your information remains visible to other Service users based on your past participation within the Services. For more information on how to delete your information, see below.

Delete your information

Our Services and related documentation give you the ability to delete certain information about you from within the Service. For example, you can remove certain profile information within your profile settings. Please note, however, that We may need to retain certain information for record keeping purposes, to complete transactions or to comply with Our legal obligations.

Request that We stop using your information

In some cases, you may ask Us to stop accessing, storing, using and otherwise processing your information where you believe We don't have the appropriate rights to do so. For example, if you believe a Services account was created for you without your permission or you are no longer an active user, you can request that We delete your account as provided in this policy.

Where you gave Us consent to use your information for a limited purpose, you can contact Us to withdraw that consent, but this will not affect any processing that has already taken place at the time. You can also opt-out of Our use of your information for marketing purposes by contacting Us, as provided below. When you make such requests, we may need time to investigate and facilitate your request. If there is delay or dispute as to whether We have the right to continue using your information, We will restrict any further use of your information until the request is honored or the dispute is resolved, provided your administrator does not object (where applicable). If you object to information about you being shared with a third-party app, please disable the app or contact your administrator to do so.

Opt out of communications

You may opt out of receiving promotional communications from Us by using the unsubscribe link within each email, updating your email preferences within your Service account settings menu, or by contacting Us as provided below to have your contact information removed from Our promotional email list or registration database.

Even after you opt out from receiving promotional messages from Us, you will continue to receive transactional messages from Us regarding our Services. You can opt out of some notification messages in your account settings.

Turn off Cookie Controls:

Relevant browser-based cookie controls are described in our Cookies & Tracking Notice.

Send "Do Not Track" Signals

Some browsers have incorporated "Do Not Track" (DNT) features that can send a signal to the websites you visit indicating you do not wish to be tracked. Because there is not yet a common understanding of how to interpret the DNT signal, our Services do not currently respond to browser DNT signals.

You can use the range of other tools We provide to control data collection and use, including the ability to opt out of receiving marketing from Us as described above.

Data portability

Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information, but not to all of your information. Should you request it, We will provide you with an electronic file of your basic account information and the information you create on the spaces you under your sole control, like your personal Sourceit details.

If you make an access request, Sourceit will ask you to verify your identity and specify what information you require. Sourceit may charge a fee to cover the costs of meeting your request. In addition, if you believe that the privacy of your personal information has been compromised, you are entitled to complain.

Other important privacy information

Notice to End Users

Many of our products are intended for use by organizations. Where the Services are made available to you through an organization (e.g. your employer), that organization is the administrator of the Services and is responsible for the accounts and/or Service sites over which it has control. If this is the case, please direct your data privacy questions to your administrator, as your use of the Services is subject to that organization's policies. We are not responsible for the privacy or security practices of an administrator's organization, which may be different than this policy.

Administrators are able to:

- require you to reset your account password;
- restrict, suspend or terminate your access to the Services;
- access information in and about your account;
- access or retain information stored as part of your account;
- install or uninstall third-party apps or other integrations

In some cases, administrators can also:

- restrict, suspend or terminate your account access;
- change the email address associated with your account;
- change your information, including profile information;
- restrict your ability to edit, restrict, modify or delete information

Even if the Services are not currently administered to you by an organization, if you use an email address provided by an organization (such as your work email address) to access the Services, then the owner of the domain associated with your email address (e.g. your employer) may

assert administrative control over your account and use of the Services at a later date. You will be notified if this happens.

If you do not want an administrator to be able to assert control over your account or use of the Services, use your personal email address to register for or access the Services. If an administrator has not already asserted control over your account or access to the Services, you can update the email address associated with your account through your account settings in your profile. Once an administrator asserts control over your account or use of the Services, you will no longer be able to change the email address associated with your account without administrator approval.

Please contact your organization or refer to your administrator's organizational policies for more information.

In managing access to personal information and responding to complaints, Our Data Protection Officer will objectively and impartially assess your request for access or complaint and respond in accordance with all laws and regulations.

You can contact the Data Protection Officer:

- Email – support@sourceithq.com
- Phone - +61 424 154 705
- Mail – 8 Rogers Street, Port Melbourne Victoria 3207, Australia