

# ONEMAP PTY LTD PRIVACY POLICY

## 1. BACKGROUND

### 1.1 GENERAL

OneMap aus Pty Ltd ACN 611 326 526 (OneMap, we, us, our) is a provider of a cloud based geographic information system called 'OneMap'.

We are committed to protecting your privacy in accordance with applicable privacy laws. This Privacy Policy is designed to give a clear understanding of how we collect, use, disclose and otherwise handle personal information.

A copy of this Privacy Policy is available on our website at [www.onemap.com.au], or you can request a copy by contacting us (details under heading 13 below).

### 1.2 PERSONAL INFORMATION

In general terms, legislation defines 'personal information' as information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information is true or not and whether the information or opinion is recorded in a material form or not.

### 1.3 OUR OBLIGATIONS

We comply with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, security, accessibility and disposal.

We also comply with more specific privacy legislation in some circumstances, such as the Spam Act 2003 (Cth) and the Do Not Call Register Act 2006 (Cth).

### 1.4 EMPLOYEE RECORDS

We are generally exempt from the Privacy Act when we collect and handle employee records and this Privacy Policy does not apply to that information. However, where State or Territory health privacy legislation applies, we are still required to protect the privacy of employee health information. This Privacy Policy will apply in those circumstances.

## 2. WHAT WE COLLECT

### 2.1 GENERAL

The type of personal information that we collect about you depends on the type of dealings you have with us. For example, if you:

- receive our services as a customer or online subscriber, we will collect your name, occupation, and contact details (such as address, telephone number, email address);
- work for a supplier to OneMap, we may collect details such as your name, job title, address, telephone number and email address;
- send us an enquiry or provide us with feedback, we may collect your name, contact details, details of your enquiry or feedback and information about our response; and
- apply for a job with us, we will collect the information you include in your job application, including your cover letter, resume, contact details and referee reports.

In addition to the above, if you interact with OneMap generally, OneMap will collect your professional details (e.g. qualifications, speciality, areas of interest, current and past employment information), details on your practice/business (e.g. size, use of products) and details of your dealings with us. Other information may be collected from other sources but those sources should provide you with details of what personal information is being collected and why.

The personal information collected may vary depending on your particular interaction with OneMap but will be limited to that information necessary to record and manage our interaction with you (e.g. your name, relevant contact details and information about the interaction) and to that information required to enable you to participate in our services and other facilities being offered on OneMap's website.

### 2.2 SENSITIVE INFORMATION

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection, such as health information. We only collect sensitive information where it is reasonably necessary for our functions or activities and either:

- the individual has consented; or
- we are required or authorised by or under law to do so.

### 2.3 COLLECTION OF INFORMATION OTHER THAN PERSONAL INFORMATION THROUGH OUR WEBSITE

When you visit our website, some of the information that is collected about your visit is not personal information, as it does not reveal your identity.

### **2.3.1 SITE VISIT INFORMATION**

For example, we record your server address, the date and time of your visit, the pages you visited, any documents you downloaded, the previous site you visited and the type of device, browser and operating system you used.

We use and disclose this information in anonymous, aggregated form only, for purposes including statistical analysis and to assist us to improve the functionality and usability of our website. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe that the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

### **2.3.2 COOKIES**

We use cookies to hold anonymous session information. This information is used to personalise your current visit to the website, for example to allow the website to remember who you are by keeping server variables linked to your session.

We may use non-persistent cookies which are held on your browser's memory even after the duration of your session.

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when they are being used. There are also software products available that can manage cookies for you. Rejecting cookies can, however, limit the functionality of our website.

### **2.4 WHAT IF YOU DON'T PROVIDE US WITH YOUR PERSONAL INFORMATION?**

We will provide individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us if it is lawful and practicable to do so. A pseudonym is a name or other descriptor that is different to an individual's actual name.

For example, you can access our website and make general phone queries without having to identify yourself.

In some cases however, if you don't provide us with your personal information when requested, we may not be able to provide you with the product or service that you are seeking. For example, you must identify yourself to establish a user account and gain access to the OneMap system.

## **3. HOW WE COLLECT PERSONAL INFORMATION**

### **3.1 METHODS OF COLLECTION**

We collect personal information in a number of ways, including:

- in person (for example, at conferences or events or if you attend our offices in person)
- online (for example, if you establish a user account with us or submit an online query)
- through Twitter, LinkedIn, Instagram and other social media platforms;
- over the telephone;
- through written correspondence (such as letters, faxes and emails);
- on hard copy forms (for example, competition entry forms and surveys);
- through surveillance cameras; and
- from third parties such as our credit reference providers, or our related bodies corporate.

### **3.2 COLLECTION NOTICES**

Where we collect personal information about you, we will take reasonable steps to provide you with certain details about that collection (such as the purpose for which we are collecting the information and the type of third parties to which it is usually disclosed). We will generally include this information in a collection notice.

Collection notices provide more specific information than this Privacy Policy. The terms of this Privacy Policy are subject to any specific provisions contained in collection notices and in the terms and conditions of particular offers, products and services. We encourage you to read those provisions carefully.

### **3.3 UNSOLICITED INFORMATION**

Unsolicited personal information is personal information we receive that we have taken no active steps to collect (such as an employment application sent to us by an individual on their own initiative, rather than in response to a job advertisement).

We may keep records of unsolicited personal information if the Privacy Act permits it (for example, if the information is reasonably necessary for one or more of our functions or activities). If not, we will destroy or de-identify the information as soon as practicable, provided it is lawful and reasonable to do so.

## **4. USE OF PERSONAL INFORMATION**

### **4.1 GENERAL**

The main purposes for which we collect, hold, use and disclose personal information are set out below:

- to verify your identity;
- to establish user accounts;
- to provide services or products that have been requested;
- to provide access to the OneMap system;
- to bill you for services and products you request, to conduct credit checks and to collect monies owed to us;
- for purposes necessary or incidental to the provision of our services or goods to you including, without limitation, for marketing, including sending you material on our services, operations and/or products that OneMap believes may be of interest to you and tailoring marketing services to suit your needs;
- to comply with legal obligations such as notifying you of matters that we may be required by law to notify you of;
- monitoring and reviewing our compliance with relevant regulations and codes of conduct in our dealings with you;
- to manage and enhance our services;
- answering queries and resolving complaints;
- to communicate with you, including by email, mail or telephone;
- to investigate you and your use of the website and our services if OneMap has reason to suspect that you are in breach of our website Terms and Conditions or have otherwise engaged in unlawful activity;
- promoting ourselves and our products and services, including through direct marketing, events and competitions (see under heading 4.2 below); and
- recruiting staff and contractors.

We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or:

- which are required or authorised by or under law; or
- for which you have provided your consent.

### **4.2 DIRECT MARKETING**

You consent (until such time as you opt out, as described below) that we may use or disclose your personal information to let you know about us and our products and services (including promotions, special offers and events) or the products or services of our related bodies corporate, either where we have your express or implied consent, or where we are otherwise permitted by law to do so. We may contact you for these purposes in a variety of ways, including by mail, email, SMS, telephone, online advertising or facsimile.

#### **4.2.1 OPTING OUT**

Where you have consented to receiving marketing communications from us, your consent will remain current until you advise us otherwise. However, you can opt out at any time, by:

- contacting us (details under heading 13 below);
- advising us if you receive a marketing call that you no longer wish to receive these calls; or
- using the unsubscribe facility that we include in our electronic messages (such as emails, SMSes and MMSes).

#### **4.2.2 NOTIFICATION OF SOURCE**

If we have collected the personal information that we use to send you marketing communications from a third party (for example a direct mail database provider), you can ask us to notify you of our source of information, and we will do so, unless this would be unreasonable or impracticable.

## **5. WHO WE MAY SHARE YOUR PERSONAL INFORMATION WITH**

OneMap may disclose your personal information, and you consent to OneMap disclosing your personal information, to OneMap's related bodies corporate and associated entities (as those terms are defined in the Corporations Act 2001 (Cth)).

OneMap may also disclose personal information, and you consent to OneMap disclosing your personal information, to the following third parties:

- OneMap's agents, business partners or joint venture entities;
- persons authorised by you to receive personal information held by OneMap;
- persons as part of any investigation into you or your activities, for example, if OneMap has reason to suspect that you have committed a breach of its website terms or conditions of use or other agreement with OneMap, or have otherwise engaged in unlawful activity, and OneMap reasonably believes that disclosure is necessary to police, any relevant authority or enforcement body, or your internet service provider or network administrator;
- third parties as part of a sale (or proposed sale) of all or part of OneMap's business or the preparation for a public listing of OneMap;
- financial institutions for payment processing;
- an individual's agent or authorised representative;
- referees whose details are provided to us by job applicants;
- marketing service providers;
- as required or permitted by any law; and
- our contracted service providers, including:
  - delivery and shipping providers;
  - information technology and data storage providers;
  - venues and event organisers;
  - marketing and communications agencies;
  - research and statistical analysis providers;
  - call centres;
  - mail houses; and
  - external business advisers (such as consultants, recruitment advisors, accountants, auditors and lawyers).

In each case, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from you in the course of providing the relevant products or services.

OneMap will not disclose to any user other than the intended recipient the contents of any messages sent through the messaging service available via OneMap's system.

## **6. GOVERNMENT RELATED IDENTIFIERS**

We will not:

- use a government related identifier of an individual (such as a Medicare number or driver's licence number) as our own identifier of individuals; or
- otherwise use or disclose such a government related identifier,

unless this is permitted by the Privacy Act (for example, use of an identifier to verify an individual's identity or uses or disclosures required or authorised by or under an Australian law).

## **7. CROSS BORDER DISCLOSURE OF PERSONAL INFORMATION**

OneMap uses cloud based infrastructure supplied by third party service providers which may be based overseas. Accordingly, your personal information may be disclosed to foreign jurisdictions. We are not able to specify these foreign jurisdictions because we do not know them. It is possible that these foreign jurisdictions do not have equivalent privacy laws to those in Australia, and that third parties (such as government agencies) may be able to gain access to your personal information in those foreign jurisdictions.

## **8. SECURITY AND CONFIDENTIALITY OF PERSONAL INFORMATION**

### **8.1 GENERAL**

OneMap is committed to keeping your personal information secure and confidential. All reasonable precautions will be taken to protect personal information from loss, misuse, unauthorised access or alteration. Our data networks are protected by firewall, password and encryption protection. OneMap does not store any sensitive credit card information on its website.

Additionally, we also take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
- destroy or permanently de-identify personal information that is no longer needed for any purpose permitted by the APPs.

You can help us keep your information up to date, by letting us know about any changes to your details, such as your address, email address or phone number.

You acknowledge that the security of online transactions you conduct using the website cannot be guaranteed. To the fullest extent permitted at law, OneMap does not accept responsibility for misuse of or loss of, or unauthorised access to, your personal information where the security of that information is not within OneMap's control.

Within OneMap, access to personal information is restricted to personnel on a need to know basis. OneMap has directed its staff that personal information must be dealt with in accordance with this Privacy Policy and kept secure from unauthorised access or disclosure. We educate our staff about their duty to protect your privacy and provide training regarding this Privacy Policy.

### **8.2 SECURITY**

The steps we take to secure the personal information we hold include website protection measures (such as firewalls and anti-virus software), security restrictions on access to our computer systems (such as login and password protection), controlled access to our corporate premises, policies on document storage and security, personnel security (including restricting access to personal information on our systems to staff who need that access to carry out their duties), staff training and workplace policies.

#### **8.2.1 ONLINE CREDIT CARD PAYMENT SECURITY**

We process payments using EFTPOS and online technologies. All transactions processed by us meet industry security standards to ensure payment details are protected.

#### **8.2.2 WEBSITE SECURITY**

While we endeavour to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact us by telephone or post (details under heading 13 below).

If you are a registered user, you can also help to protect the privacy of your personal information by maintaining the confidentiality of your username and password and by ensuring that you log out of the system when you have finished using it. In addition, if you become aware of any security breach, please let us know as soon as possible.

#### **8.2.3 IP ADDRESS**

An IP (internet protocol) address is a number that is automatically assigned to your computer by your internet service provider when you log on. Your IP address is not linked to your personal information but we do preserve the right to use IP addresses to identify individuals who may threaten our site, services or clients. IP addresses may also be used to help diagnose problems with our website and to gather broad demographic information.

#### **8.2.4 LINKS**

The OneMap website may contain links to other sites that OneMap thinks may be of interest to you. However, OneMap is not responsible for the privacy practices or the content of such websites. When linking to the other site, you should always check that site's privacy policy before providing any personal information.

## **9. MAIL AND EMAIL INFORMATION**

If you wish to stop receiving any e-mails or other communications from OneMap which may be sent to you in the future, or if you have submitted personal information through the website and would like to have that information deleted from our records, please unsubscribe through the link at the bottom of any email or notify us at [support@onemap.com.au](mailto:support@onemap.com.au).

OneMap will preserve the contents of any e-mail message that you send if we believe that we have a legal requirement to do so. E-mails sent to or from OneMap are routinely monitored for quality control, systems administration and legal compliance purposes.

## 10. ACCESS AND CORRECTION

Subject to the exceptions set out in the Privacy Act you can gain access to or correct the personal information we hold about you by contacting [PrivacyOfficer@onemap.com.au](mailto:PrivacyOfficer@onemap.com.au).

Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within 30 days.

If we do not agree to your access or correction request, or if we do not agree to give you access in the manner you requested, we will provide you with a written notice setting out:

- the reasons for our decision (except to the extent that, having regard to the grounds for refusal, it would be unreasonable to do so); and
- available complaint mechanisms.

In addition, if we refuse to correct personal information in the manner you have requested, you may ask us to associate with the information a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, and we will take reasonable steps to do this in such a way that will make the statement apparent to users of the information.

## 11. COMPLAINTS

If you have a complaint about how we have collected or handled your personal information, please contact us (details under heading 13 below).

We will endeavour in the first instance to deal with your complaint and take any steps necessary to resolve the matter within a week. If we are not able to do so, we will ask you to submit your complaint in writing.

In most cases, we expect to investigate written complaints and provide a response within 30 days of receipt. If the matter is more complex and our investigation may take longer, we will contact you and tell you when we expect to provide our response.

If you are not satisfied with our response, you can refer your complaint to the Office of the Australian Information Commissioner (see here for further information).

## 12. CHANGES TO OUR PRIVACY POLICY

OneMap reserves the right to change this Privacy Policy. Should any changes occur to our Privacy Policy, it will be posted on our website and will be available on request.

## 13. HOW TO CONTACT US

If you have questions about OneMap and privacy, wish to provide feedback about this Privacy Policy or our website, please contact us at:

E-mail: [support@onemap.com.au](mailto:support@onemap.com.au)

Postal address:

OneMap Pty Ltd  
Level 6, 6 Riverside Quay  
SOUTHBANK VIC 3006

Customer Service

OneMap Pty Ltd

Level 6, 6 Riverside Quay, Southbank VIC 3006

This Privacy Policy was last updated in May 2024.