

## **GRIDSMART LIMITED (THE COMPANY)**

### **WEBSITE PRIVACY POLICY**

This privacy policy sets out how “GridSmart Ltd” uses and protects any information when you use our applications or services. “GridSmart Ltd” is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this privacy statement.

GridSmart Limited (hereinafter referred to as “GridSmart” “us” “we” or “our”) is committed to respecting your privacy and to comply with applicable data protection and privacy laws. You can visit our websites without disclosing any personally identifiable information about yourself.

If you do submit personal information by ordering products, or services, for example, you can be assured that we will use your personal information only to support your continuing relationship with GridSmart.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit our websites and when you generally use our products and services.

#### **Personal Information Collection**

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you order and subsequently use products and services, make customer enquiries, request product information or when you respond to communications from us.

The type of personal information we may collect could include, for example, your name and postal address, telephone numbers, email address. If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

#### **Non-personal Identifying Information**

From time to time, we may also use your information to contact you for product support marketing purposes. We may contact you by email, phone or mail.

#### **Cookies Statement**

Like many other web sites GridSmart use cookies on our websites. Cookies can help a website to personalise your visit. A cookie is a text-only string of information that a website transfers to the cookie storage of the browser in use so that the website can, among other things, remember who you are. A cookie will typically contain the name of the domain from which the cookie has come, the “lifetime” of the cookie, and a value, usually a randomly generated unique number.

#### **GridSmart Cookies**

When you use GridSmart websites, you may be sent the following types of cookies, which will be used for the following purposes:

Session cookies – for our online forms we may use session cookies to pass information such as progress from one page of a web form to the next.

Statistics cookies – the statistics cookies provide GridSmart with general and not individually-specific

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information about the number of people that visit the site, the number who return; where they came from, etc.

### **Other Cookies**

Any other third-party sites that GridSmart links to may also use cookies and as such cookies will appear from these sites if links are followed. Please go to the websites directly to find out how they manage cookies.

### **How to Control, Delete, and Disable Cookies**

GridSmart will not use cookies to collect personally identifiable information about you; however, if you wish to restrict or block the cookies which are set by GridSmart websites, or, indeed, any other website, you can do this through your browser settings.

For more information on how to control, delete and disable cookies, you may wish to visit About Cookies (<http://www.aboutcookies.org/>) which contains comprehensive information on how to do this on a wide variety of web browsers.

Please be aware that restricting cookies may cause GridSmart websites to work incorrectly.

### **Application Data (Our Apps)**

Our Apps store information on GridSmart servers from the Apps device sensors (including and not limited to device status, location, motion and connectivity status). This information is stored on a secure GridSmart server where users can retrieve App data as part of the standard application operation. All stored app information can be purged from the server by the user at any time by using the server application.

### **Device Data (Our Devices)**

Our Devices store information on GridSmart servers from the device sensors (including and not limited to device status, location, motion and connectivity status). This information is stored on a secure GridSmart server where users can retrieve device data as part of the standard application operation. All stored app information can be purged from the server by the user at any time by using the server application.

### **How will we use your Information**

We may use your information for a number of purposes which includes: processing your orders and managing and administering your account; delivering any services, products or information requested by you; responding to complaints or account enquiries; administering debt recoveries; verifying your identity when required.

We may also undertake product analysis based on your feedback on the use of our services and products and contact you with information about new developments, products, services and special offers by post, telephone and automated means such as email. This helps us to make you aware of products and services that may be of individual interest to you.

You acknowledge that by providing data to us, you consent to the processing of your data in accordance with this Privacy Policy Statement. However, you can contact us at anytime to have your details removed from lists used by us to otherwise tell us how you would like to receive information about our products and services.

We will not sell, distribute or lease your personal information to any third parties.

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**What we do not do with the Information we gather**

Please note that GridSmart does not sell or pass your personal information to third parties unless you have given us permission or unless it is necessary to deliver the products and services ordered or used by you.

GridSmart may also be obliged to disclose your personal information to meet any legal or regulatory requirements or obligations in accordance with applicable law.

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic procedures to safeguard and secure the information we collect.

GridSmart recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. GridSmart is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction.

Our website may contain links to other websites. However, once you have used these links you leave our site, you should note that we do not have any control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. GridSmart cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

policies and processes within the Company.