

# Addressfinder Privacy Statement

Last updated: 1 December, 2024

## Privacy Policy

Addressfinder ("us", "we", or "our") operates the Addressfinder services (the Service). When we say Addressfinder we mean Addressfinder Pty Ltd, if you reside in Australia or Addressfinder Ltd of New Zealand, if you reside anywhere else in the world. This document informs you of our policies regarding the collection, use and disclosure of the Personal Information we collect from our Customers and their end users (Consumers).

By using the Service, you agree to the collection and use of information in accordance with this policy.

## Information Being Collected

### Customer Information

During the Addressfinder account creation process and maintenance of the account, we collect information from our customers (Customer Information). This information is used by Addressfinder for primary purposes of providing, maintaining and improving the service, communication and marketing.

The Customer Information collected includes:

- Organisation name
- Account user(s) name
- Account user(s) email address
- Account user(s) phone number
- Account user(s) IP address(s)
- Billing name
- Billing email address(s)
- Billing phone number(s)
- Billing address
- Organisation domain(s)
- Organisation IP address(s)

### Consumer Information

While Consumers use the Service, we collect information (Consumer Information). This information is used by Addressfinder for the primary purposes of providing, maintaining and improving the service. Consumer Information is collected from the log data which is sent from the consumer's browser (or server) whilst consuming Addressfinder services.

Consumer Information may include the following data:

- The time of the transaction
- The service called
- The transaction elapsed time
- The request URI (will contain parameters associated with the service being consumed)
- The consumers remote IP address
- The credentials of the associated organisation
- The HTTP response code
- Any HTTP request headers used in the API calls

## Storage Of Collected Information

Customer Information is stored in the AWS Data Centre (Sydney Australia). Customer information is encrypted and stored for a minimum of 7 years.

Consumer Information is stored in the Addressfinder servers within AWS (Sydney Australia, Melbourne Australia, Auckland New Zealand). Consumer Information is also stored in the logging application Logz.io (AWS Sydney, Australia). Consumer Information is stored for a maximum of 14 days.

## Access To Stored Information

Addressfinder customers are able to access Customer Information via the Addressfinder portal.

Addressfinder customers are able to access Consumer Information associated with their Addressfinder account only. This information is accessible via the Usage Reports page in the Addressfinder portal and only available for a period of 48 hours.

Addressfinder staff are able to access Customer Information via the Addressfinder portal.

Addressfinder staff are able to access Consumer Information via the Addressfinder portal (accessible for a period of 48 hours) and via the Logz.io application (accessible for a period of 14 days).

Addressfinder applies role based access in which only Addressfinder employees who require access to systems and data (Customer or Consumer or both) for the purposes of completing functions of their job are provided with this access. It is recommended that Addressfinder customers apply role based access when deciding which of their staff members should have access to the Addressfinder portal.

## Use And Disclosure Of Data

Addressfinder will not use the Log data for any secondary reasons or disclose the data to any third parties unless an exception applies. Exceptions include:

- if you have consented to the use (or disclosure) of the data for the secondary purpose;
- if we deem it to be reasonably necessary for enforcement-related activities to be carried out by or on behalf of an enforcement body;
- if we are required or authorised to under law or a court or tribunal order.

## Updates Or Amendments To The Privacy Policy

We may revise this Privacy Policy from time to time, in our sole discretion, and the most current version will be made available to you via the Addressfinder website.

## Website Privacy Statement

Addressfinder Limited ("us", "we", or "our") operates <https://addressfinder.com> (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this statement.

## Information Collection And Use

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information"). We keep your information safe by storing it in encrypted files and only allowing certain staff to access it.

### Log Data

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this.

### Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information.

### Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

## How We Ensure The Security Of Your Data

We adhere to industry-standard practices to maintain the confidentiality, integrity, and accessibility of our Customers' systems and End-User Data. This involves safeguarding your Personal Information and preventing unauthorised usage of such data.

However, it's important to recognize that despite our efforts, we cannot guarantee absolute protection against unauthorised access by individuals or hackers. When using our Services, your data traverses third-party infrastructures beyond our control. Internet transmission and electronic storage methods are not entirely foolproof. While we employ commercially reasonable measures to secure your Personal Information and End-User Data, complete security cannot be assured.

## Changes To This Privacy Statement

This Privacy Statement is effective as of December 2024 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change this Privacy Statement at any time and you should check this Privacy Statement periodically. Your continued use of the Service after we post any modifications to the Privacy Statement on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Statement.

If we make any material changes to this Privacy Statement, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [support@addressfinder.com](mailto:support@addressfinder.com).

## Contact Us

If you have any questions about this Privacy Statement, please contact us at [support@addressfinder.com](mailto:support@addressfinder.com).

If you wish to make an enquiry or complaint in relation to how your information has been handled, please contact Addressfinder via any of the following options.

- Email: [support@addressfinder.com](mailto:support@addressfinder.com)
- Phone (from New Zealand): 0800 142 253
- Phone (from Australia): 1800 152 363
- Phone (from overseas): +64 800 142 253
- Mail: Addressfinder Ltd, PO Box 27063, Marion Square Wellington 6141, New Zealand