

Privacy Policy

Crop Smart Pty Ltd (Crop Smart) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Scope Of This Privacy Policy

This Privacy Policy covers the "personal information" we collect through our site. "personal information" is information that identifies you personally, either alone or in combination with other information available to us. Examples of personal information include your name, address, email address, and other information you provide when you use our website or mobile application (app).

This personal information is obtained in many ways including correspondence, by telephone and facsimile, by email, via our website www.cropsmart.com.au, via our app, from your website and from other publicly available sources and from third parties. We don't guarantee website links or policies of authorised third parties. As is true of most websites and mobile apps, we gather certain information automatically and store it in log files. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information to analyse trends, to administer our website, to track visitors' and users' movements around the website and to gather non-identifiable, demographic information about our user base as a whole. We may link this automatically collected data to Personal Information provided by visitors and users so that we can better gauge our visitors' and users' needs and provide specific information to best serve them, and to the extent that this automatically collected data includes, or is linked to, personal information, we will treat the data in accordance with this Privacy Policy.

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Your Consent

Please take a few minutes to review this Privacy Policy. By accessing or using this website or mobile app, you are consenting to the collection, use and disclosure of your personal information as set forth in this Privacy Policy. IF YOU DO NOT CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION AS SET FORTH IN THIS PRIVACY POLICY, PLEASE EXIT AND DO NOT USE THIS SITE.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. No method of transmission over the

Internet, or method of electronic storage, however, is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about the security on our website or the Crop Smart app, please contact us using the contact information at the end of this policy. Do not share your personal credentials for the Crop Smart app, including username or password, with anyone else. We recommend that you use a unique password for the Crop Smart app that is not associated with other websites. You should check your Crop Smart account regularly to ensure that your personal information has not been tampered with or altered. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

Crop Smart Pty Ltd will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website. As we add new features and functionality to our site, we may need to update or revise this Privacy Policy. We reserve the right to do so, at any time and without prior notice, by posting the revised version on our site. These changes will be effective as of the date we post the revised version on our site. They will apply only to the personal information we collect after we have posted the revised version. Your use of our site following any such change constitutes your consent to the terms of the revised

Privacy Policy. For this reason, it is important to review this Privacy Policy regularly. If we modify this Privacy Policy, we will provide a notice at the top of this Privacy Policy for at least 30 days after the new effective date. You may access the current version of this Privacy Policy at any time by clicking on the link marked "Privacy Policy" at the top of each page of our site.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Crop Smart Pty Ltd

2409/4 Daydream Street

WARRIEWOOD NSW 2102

Phone: 1300 783 481

Email: admin@cropsmart.com.au