

Privacy Notice



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CONFIDENTIAL DOCUMENT

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Introduction

The collection, storage and retention of data relating to the privacy of individuals is an increasingly important and relevant concern for both businesses and citizens. Maintaining the privacy, confidentiality and security of the data we collect is a key principle in the design and implementation of our systems.

We ("*Online Image Analysis Ltd / IP-Surveillance.com.au Ltd*") are committed to protecting the privacy of the consumers of our products. Our business is conducted in accordance with local legislation where required by our customers. We believe that being dedicated to privacy is a shared responsibility between us and our customers.

If you have any concerns with how data privacy principles should be implemented in your solution, feel free to contact us to discuss this further.



ANPRsolutions Website – Collection of Personal Data

Information collected through our Website must be provided voluntarily for the purposes of support and to enable us to assist with any enquiries. By submitting an enquiry to us through our Website, you are consenting to your personal data being retained by us for the purposes of identifying you. If privacy is a primary concern for you then please do not submit this data to us. Alternatively, please feel free to contact us by telephone using the contact details on our website to discuss your enquiry.

What We Collect

When submitting an enquiry to us we require your full name and email address as well as information about how we can help you. This data is stored securely and is only accessible to ANPR staff who are required to respond to the request.

A Demo Page is available on our Website which allows anyone to upload a vehicle image to receive a number plate read. While the image is not stored by us, the session information, including IP address and number plate read, is stored in an audit log solely for analysis of usage statistics. A warning is displayed on this page informing the user of this.

What We Do with the Data

This data collected from the enquiry form is used for support and customer enquiry purposes only. A staff member will use your contact details solely for the purpose of responding to your enquiry. All data is stored in our secure email service, which has access restrictions in place.

How Long We Retain Data

We retain enquiry data indefinitely, unless otherwise requested. This allows us to identify trends in enquiries and improve the service we can give to our customers. We also have historical information on-hand if we receive any follow up enquiries. However, this data could be deleted upon request.

Sharing of Data

No data submitted through our Website is shared with external parties.

Consent to Collect

By using our online submission form to contact us, you consent to us storing the data you provide. If privacy is of concern to you, please avoid including any additional information which can identify you. Alternatively, please feel free to contact us by telephone to discuss your enquiry.



ANPRonline.Net™ / Customer Portal

The portal which our customers use to access their data is referred to as "ANPRonline.Net™". Our customers are responsible for informing their employees of how their personal data is used. Individuals with concerns about their privacy should direct enquiries to their employer.

What We Collect

In order to gain access to this system, the customer's employees must provide certain information about themselves, such as name, email address and user role. Users of the customer portals should be appropriately authorised before access is granted. Customers have administration access to maintain users.

Audit logs of user activity in the open session is recorded, such as pages visited, searches and data exports, for review by authorised personnel.

What We Do with the Data

While we store this data securely, the data is owned by the customer and usage is governed by them. This data is primarily used for secure login and access to ANPRonline.Net™. All session interactions are encrypted and passwords stored securely using hash functions.

The system allows the customer to monitor the activity of its users through audit logs for the purposes of identifying changes to data and to detect any unusual activity. Collection and use of these logs is governed by the customer.

How Long We Retain Data

Customers are responsible for maintaining and reviewing user access to the online portal. Users can be deleted by the administrator when required, and these should be reviewed by the customer on a regular basis.

Audit logs of user activity is currently retained for 90 days. Any amendment to this default time frame would be upon request by the customer. Activity logs for deleted users are retained for the default of 90 days.

Sharing of Data

User data and audit logs are owned by the customer and are not disclosed to any external parties by us.

Consent to Collect

By accepting employment with one of our customers, with a role that requires access to our services, you are consenting to the collection and storage of data which relates to you. Please discuss any concerns with your employer prior to providing us with personal data.



ANPR Camera Technology – Personal Information

The camera technology used by our customers generally has the ability to collect and store images of vehicles in response to specific events, such as speeding. On its own, a number plate, or vehicle registration mark, is not sufficient to identify specific individuals. However, when used in conjunction with additional sources of information, it may assist in identifying individuals indirectly. Images may also include recognisable faces of individuals, although they are in no way searchable. Therefore, we treat all event data and images as personal information. Some of our customers may be required to comply with their local legislation relating to data privacy. We work with customers to understand their needs and provide a secure, reliable environment which can support any obligations they may be required to fulfil.

What We Collect

Physical cameras on-site collect data such as image of the vehicle, timestamp, speed, location data and the direction of travel. This data feeds into algorithms to allow extraction of the number plate. Each vehicle identification is recorded as an event, which is used by our customers for a variety of purposes, such as traffic analysis and access control.

What We Do with the Data

Our customers specify how the data we collect is used and no further processing takes place. In general, the camera will record all events unless otherwise configured. Events within the customer's parameters are processed, such as speeding vehicles. Further enquiry on how this data is used should be directed to the customer whose contact details can be found at the camera site.

How Long We Retain Data

Retention periods for event data is generally decided by the customer. Data purging facilities are available upon request, which allows storage of data to be limited to the period of time required and no longer. The default setting is 90 days.

Sharing of Data

The data we collect remains the property of our customers. We do not disclose any data about events to external parties unless otherwise instructed and authorised accordingly. It is the customer's responsibility to ensure they are compliant with relevant legislation prior to disclosing data for external parties.

Consent to Collect

Signage is mandatory at every physical camera site, stating that automatic number plate recognition software is in use. Contact details of our customers will be the first point of contact for individuals concerned about their privacy.

Access to Specific Number Plate Data

All individual requests to access data relating to a specific number plate should firstly be directed to the organisation whose contact details appear on the sign at the site of the camera. They, as our customer, can liaise with us regarding specific data requests. As the



data belongs to and is controlled by them, we are unable to disclose, modify or delete data without appropriate authorisation.

Additional Security Measures in Place to Protect Data Privacy

There are a number of tools we provide to enable our customers to meet their obligations to privacy standards and legislation and these can be customised upon request:

- Images of vehicles can be reduced to only include the vehicle number plate and not the surrounding environment
- Individual events can be deleted or anonymised upon request
- Purging functionality to remove events that have exceeded the retention period
- Access to customer portals requires authorisation and is restricted through access lists maintained by the customer

Cookies

A cookie is a small text file which is downloaded onto a device when a website is accessed. Cookies assist in enabling functionality and maintaining open sessions, allowing you to remain logged in while navigating the Internet. Some cookies will automatically expire, however if they are of concern to you, they should be manually deleted or the browser configured to remove them automatically.

Session Cookies

This is a temporary cookie which uses a session ID to identify the user as they navigate websites. The cookie is only stored while the browser is open. We use session cookies for the following purposes:

- When a user logs into ANPRonline.Net™ a session cookie is used to keep the user logged in and to record activities in the audit log.
- Using the Demo Page on our Website creates a session cookie which records the sample number plate data, timestamp and IP address of the device for audit logging purposes only.

Website Analytics

For the purpose of tracking and reporting traffic data on both the ANPRsolutions.com Website and ANPRonline.Net™, we use Google Analytics. Google provides this service to businesses and cookies are used to maintain session information. No personality identifiable information is used or collected. For more information, please refer to "How Google uses data when you use our partners' sites or apps", (located at www.google.com/policies/privacy/partners/).

ShareThis

This cookie is a link on our Website which allows webpage sharing to social media. It uses a technical cookie, which is needed to transmit information to your social media platform. Further information can be found at <https://www.sharethis.com/privacy/>.



Consent to Collect

By using our website and services you consent to cookies being utilised for the purposes discussed above. We are not responsible for any loss of service or user experience as a result of disabling cookies in your browser.

Children

We do not store data related to children. If you are a parent/guardian of a minor and are concerned with the privacy principles in this Notice, please feel free to make an enquiry.

Links to External Websites

We may provide links to websites not affiliated with us for informational purposes. Please be aware that external websites will have privacy policies and practices which may differ to ours. We recommend being informed about how your personal information might be used and stored by reviewing the relevant policies of the websites you visit.

Adherence to this Privacy Notice

If you have concerns about our adherence to this Notice or would like to request further information on the implementation of data privacy measures, please contact using the details located on our website.