

# 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.

## 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.

## 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/](http://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.