

# Privacy Policy

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AG Drones Pty Ltd (ACN 666 450 568) and its associated entities (**AG Drones**) is committed to ensuring the privacy and confidentiality of your personal information. AG Drones must comply with the *Privacy Act 1988* (Commonwealth) (**Act**) and the Australian Privacy Principles (**APPs**) and any other applicable privacy laws that govern how AG Drones handle personal information and the personal information of your patients (inclusive of Sensitive Information) (**Personal Information**). This Privacy Policy explains how AG Drones manages the Personal Information that we collect, use and disclose and how to contact us if you have any questions about the management of your Personal Information. For AG Drones to provide services, AG Drones will need to collect and use Personal Information in order to maintain the business software applications, website and support services that you use through AG Drones (together the **AG Drones Application**). If you provide inaccurate or incomplete Personal Information, we may not be able to provide you with the services provided by AG Drones. This Privacy Policy outlines our obligations to protect the privacy of your Personal Information that we collect, use, and hold directly from you or through the AG Drones Application. The following key terms are used throughout this Privacy Policy.

## 1 Key terms used in this Privacy Policy

### 1.1 Personal Information

Personal Information is information or an opinion, about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. Common examples include, but are not limited to, an individual's name, signature, address, recorded or photographed image, telephone number, date of birth, bank account details, employment details and commentary or opinion about a person.

### 1.2 Sensitive Information

Sensitive Information is information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record that is also personal information, genetic information about an individual that is not otherwise health information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification, or biometric templates.

## 2 Personal Information we collect and hold

AG Drones will only collect the information necessary to deliver the AG Drones Application. For AG Drones to provide the AG Drones Application we need to manage, collect and hold Personal Information (including Sensitive Information) to facilitate the provision of these services. The types of Personal Information (including Sensitive Information) we collect and hold may include, but not limited to:

- (a) user details such as name, address, qualifications, , career level, company, user name and password, provider number, , email, phone, mobile and fax number;
- (b) photographed or recorded images of an individual;
- (c) invoicing, support calls/emails, complaints, feedback and enquires; and
- (d) any other information recorded or otherwise requested by the AG Drones Application or provided by you.

## 3 How we collect Personal Information

AG Drones have a number of methods available for the collection of Personal Information, including but not limited to mobile forms, images and/or recordings captured by way of drone videography and/or photography, website forms, request forms, , mail, email, feedback forms, phone calls, fax, secure messaging, and software application data screens. We usually collect Personal Information directly from the AG Drones Application user or an authorised representative. We may also collect Personal Information from trusted third parties. Such collection is conducted in a fair and reasonable manner and is reasonably necessary for the functions and activities of AG Drones. We will notify the owner of the Personal Information where practically possible as to the third party we obtain the information from.

## 4 Purposes for which we collect, hold, use, and disclose your Personal Information

AG Drones collects and uses Personal Information for purposes including, but not limited to the following:

- (a) contact and communicate with the user;
- (b) provide information, products and services;
- (c) internal research, data analytics and record keeping; and
- (d) better understand the needs of the user.

AG Drones only uses your Personal Information:

- (a) for the purpose you have given the information;
- (b) to provide you with the AG Drones Application, software products and/or services;
- (c) for our administrative purposes, such as staff training, accounting, billing, product and service evaluation;
- (d) to facilitate help-desk operations that include diagnostics, monitoring, and troubleshooting;
- (e) if required by or authorised under law or by an enforcement body; and
- (f) to third parties, including your authorised representative, our agents or sub-contractors, who assist us in providing information, products, services. This may include parties located, or that store data, outside of Australia.

If there is a change of control of AG Drones or a sale or transfer of AG Drones business assets, we reserve the right to transfer to the extent permissible by law all the information and data collected in whatever form collected, used, recorded or associated with the AG Drones Application, including any user databases, together with any Personal Information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser. We would seek to only disclose information in good faith and to maintain confidentiality.

## 5 Your Privacy Policy obligations

When Personal Information about third parties is provided by you for the abovementioned purposes, you agree to follow this Privacy Policy regarding the handling of this information, and you agree to comply with the Act and APPs and any other applicable privacy laws that govern the handling of Personal Information, including the Personal Information about third parties (inclusive of Sensitive Information). Where we disclose Personal Information to third parties for the abovementioned purposes, we will request that the third party follow this Privacy Policy regarding the handling of the Personal Information, except as otherwise provided in this Privacy Policy.

## 6 How we hold Personal Information

AG Drones will take all reasonable steps to ensure that your Personal Information which we may collect, use or disclose is accurate, complete and up-to-date. AG Drones will take all reasonable steps to make sure that Personal Information we collect from the abovenamed sources are protected and held in a secure environment. AG Drones takes all reasonable steps to safeguard the confidentiality, integrity and security of the AG Drones Application system and stored information. In order to prevent any data breaches or unauthorised access or disclosure, information security is built into the AG Drones Application software including physical, electronic and managerial procedures to safeguard and secure the information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

**Important Notice:** No Personal Information transmitted over web based software applications can be guaranteed to be secure. The transmission and exchange of Personal Information is carried out at your own risk. Although we take all reasonable steps to safeguard against unauthorised disclosures of Personal Information, we cannot assure you that the Personal Information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## 7 Your rights and controlling your Personal Information

- (a) **Choice and Consent:** Providing us with Personal Information is optional. You can choose not to provide Personal Information. When you provide Personal Information, you consent to the terms in this Privacy Policy, and to us disclosing or receiving your Personal Information for the abovementioned purposes.
- (b) **Restrict:** You may choose to restrict the collection or use of Personal Information. If you have previously agreed to us using Personal Information for any of the abovementioned

purposes, you may change your mind at any time by contacting us at the email address listed in this Privacy Policy.

- (c) **Access:** In certain circumstances set out in the Act, you may request details of Personal Information that we hold. An administrative fee may be payable for the provision of such information. We may refuse to provide you with information that we hold about you in certain circumstances as provided under the Act.
- (d) **Correction:** If you believe that any information we hold is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us by email. We rely upon users updating the Personal Information on the AG Drones Application or otherwise advising us when the Personal Information changes. We will respond to any request within a reasonable time and promptly correct any information found to be inaccurate or incomplete.
- (e) **Complaints:** If you believe that we have breached the APPs and wish to make a complaint about that breach, please contact us by email. We will promptly investigate your complaint and respond to you in writing setting out the outcome of our investigation, what steps we propose to take to remedy the breach (if any) and any other action we will take to deal with your complaint.
- (f) **Anonymity:** Where practical, you may deal with us on an anonymous basis or by using a pseudonym. In some instances, because of the services we provide, if you do not provide us with the Personal Information we may not be able to provide you with the AG Drones Application, and its related products or services.
- (g) **Unsubscribe:** To unsubscribe, or opt out of communications, please contact us using the details below.
- (h) **Transborder disclosure of Personal Information:** We may store, process or back-up Personal Information on servers that are located outside Australia (including through third party service providers). AG Drones remains in control of the handling, use, or processing of the Personal Information. The privacy laws in other countries might not be the same as in Australia. However, if we are required to provide Personal Information to third parties overseas, AG Drones will take all reasonable steps to ensure that Personal Information is handled and stored in accordance with Australian privacy laws and the Privacy Policy.

**Important Notice:** In the event that the processing or use of your Personal Information involves the disclosure of any information outside Australia, you acknowledge that by providing us with the Personal Information, you consent to such overseas disclosure. By consenting to such disclosure, you acknowledge and accept that AG Drones will not be accountable under the Act for any breach of your privacy by the overseas recipient and you will not be able to seek redress under the Act for any breach of your privacy by the overseas recipient.

## 8 Amendments

This Privacy Policy may be amended, including with changes, additions and deletions, from time to time in our sole discretion. Your continued use of the AG Drones Application following any amendments indicates that you accept the amendments. You should check this Privacy Policy regularly, prior to providing Personal Information, to ensure you are aware of any changes, and only proceed to provide Personal Information if you accept the new Privacy Policy.

## 9 Contact our Privacy Officer

**For any questions or notice, please contact us at:**

AG Drones Pty Ltd (ACN 619 151 834)  
14 Horne Street  
Sunbury, Victoria 3429  
adam@droneland.au

**Further information on privacy legislation is available from:**

**Office of the Australian Information Commissioner**  
1300 363 992  
[www.oaic.gov.au](http://www.oaic.gov.au)

**Information and Privacy Commission New South Wales**  
1800 472 679  
[www.ipc.nsw.gov.au/privacy/ipc\\_index.html](http://www.ipc.nsw.gov.au/privacy/ipc_index.html)

**Office of the Information Commissioner Queensland**

07 3234 7373

[www.oic.qld.gov.au](http://www.oic.qld.gov.au)

**Office of the Information Commissioner Northern Territory**

1800 005 610

<https://infocomm.nt.gov.au>

**Ombudsman Tasmania**

1800 001 170

[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

**Privacy Committee of South Australia**

08 8204 8786

[www.archives.sa.gov.au/content/contacting-privacycommittee-sa](http://www.archives.sa.gov.au/content/contacting-privacycommittee-sa)

**Last update:**