



HARVEST TECHNOLOGY PTY LIMITED

PRIVACY POLICY

Revision Date: 17.11.2023



Harvest is committed to protecting your privacy and complying with its obligations under the *Privacy Act 1988* (Cth).

This policy governs Harvest's collection, storage, use and disclosure of personal information.

We provide various products, services and websites, including:

- a software-as-a-service platform which facilitates point-to-cloud audio-visual streaming (**AVRLive Site**);
- hardware and software products which facilitate point-to-point audio-visual streaming, including our Nodestream range of products and software that is provided as a download and install electronic file or application either directly or via third-party application providers including Apple App Store, Google Play Store, Microsoft Store, or other authorised third-party online store (**P2P Products**); support services for our various hardware and software products and services, including the AVRLive Site and P2P Products (**Support**);
- trials of hardware and software products (**Trials**); and
- websites that collect information from individuals and businesses who are generally interested in our products and services (**Websites**).

This Privacy Policy applies to:

- your use of any of our products or services, when you participate in a Trial, when you use the Website or otherwise provide us with your personal information; and
- any personal information collected from third parties.

We may amend this policy from time to time, and the amended policy will be made available on our Websites.

1. Who do we collect personal information from?

We collect personal information from:

- (a) individuals and businesses (including their personnel, subcontractors and customers) who visit, access, and/or log on to:
- Websites for the P2P Products and/or Trials;
 - AVRLive Site;
 - P2P Products and Trials during the setup and establishment of their account / connection, using their credentials registered with us (together, **End Users**);
- (b) resellers and their personnel who visit, access, and/or log on to the:
- Websites for the P2P Products and/or Trials;
 - AVRLive Site;
 - P2P Products and Trials during the setup and establishment of their account / connection, using their credentials registered with us (together, **Resellers**);



- (c) End Users about individuals who are present at an End User's site or premises where a video stream is being captured using the AVRLive Site or P2P Products and the individual appears in that video stream, and
- (d) individuals and businesses (including their personnel, subcontractors and customers) who participate in Trials (**Trial Participants**).

2. What kinds of personal information do we collect?

The personal information we collect and hold about you will depend on the nature of your interaction with us, but will generally include:

- (a) your full name, date of birth, your company and job title/role, and your contact information including phone number and email address;
- (b) in the case of P2P Products, the AVR Site and Trials, the name of the device owner, the device's IP address and the connection establisher (i.e. the IP address of the device that made the connection);
- (c) in the case of Support, your IP address, device serial number(s) and software key(s);
- (d) in the case of contact forms on our Websites, information about you that you choose to provide to us on that form;
- (e) images of you in video streams if you are present on an End User's site or premises while a video stream is being captured using the AVRLive Site or P2P Products and you appear in that video stream (although the video stream is only collected and held by us temporarily to allow us to stream the video, after which we no longer hold it); and
- (f) any other personal information which you choose to supply to us.

3. How do we collect personal information?

Generally, we collect personal information directly from you. This may occur in a number of ways, including when you:

- (a) contact us to make an enquiry or provide feedback to us, including via contact forms on our Websites;
- (b) contact us to request Support;
- (c) set up a user profile to become a:
 - i. registered user of the AVRLive Site, or the P2P Products; or
 - ii. Trial Participant;
- (d) when you update your personal information, including in your user profile for the AVRLive Site, and for our P2P Products;
- (e) post content to the AVRLive Site or using the P2P Products;
- (f) communicate with other users on the AVRLive Site or using the P2P Products.



We endeavour to only collect personal information about an individual from that individual.

There are some circumstances when we collect your personal information from third parties, such as from:

- (a) our Resellers (as noted above in section 1);
- (b) End Users (e.g. your employer may provide us with personal information in order to set up an account to access the AVRLive Site or P2P Products on your behalf); and
- (c) Trial Participants (e.g. where the Trial Participant is conducting a Trial with its customers, the Trial Participant with whom you are dealing may provide us with your personal information for the purpose of the Trial).

We may also collect personal information from publicly available records.

We may also collect personal information about individuals who are present at an End User's site or premises in respect of which the AVRLive Site or P2P Products are used to stream a live video.

We may also collect data from you by using 'cookies', which are small data files deposited on our websites (including the AVRLive Site, websites related to the P2P Products, and the Websites) on your phone, computer, or other device. Cookies are sent back only to the servers that deposited them when a visitor returns to the relevant page.

With the information we receive through cookie technology, we hope to improve our websites, products and services.

In addition, we may gather information about you that is automatically collected by our server, such as your IP address, domain name, browser type, computer type, connection type, operating system, internet service provider, the pages you have visited and the time spent on those pages and other statistics. We may use this information to customise our offerings, to make information more readily accessible to you, and to make our websites, products and services easier for you to use.

You can always disable the use of cookies by changing the security settings of your browser, but please bear in mind that this may affect how some items are displayed on our websites.

4. How do we use your personal information?

Harvest uses the personal information it collects for the purposes for which it was provided to Harvest, for other related purposes, to operate and provide the AVRLive Site, to provide the P2P Products, to provide Support, to facilitate and conduct Trials, and as permitted or required by law.

Some specific ways in which Harvest may use your personal information include, to:

- (a) verify your identity and authenticate your access to the AVRLive Site, websites related to the P2P Products and Trials;
- (b) provide products and services that you have requested, and respond to your enquiries including enquiries received through our Websites;



- (c) manage your user profile and access privileges;
- (d) provide you with Support;
- (e) provide information and updates about our products and services;
- (f) maintain a database of users of our products and services;
- (g) enhance your experience of our products and services, and make them easier for you to use, including remembering your preferences and personalising your experience;
- (h) plan our product and service development in accordance with the needs of our customers;
- (i) in the case of the AVR Live Site and P2P Products:
 - i. transmit video streams back to the End User;
 - ii. facilitate notifications by, and communications between, you and other users of the AVRLive Site and P2P Products; and
- (j) recommend products and services that may be of interest to you, based on your transaction history and preferences;
- (k) facilitate our business operations and processes.

5. Who do we disclose your personal information to?

Generally, we will obtain consent before we disclose any personal information other than as specified in this policy or in any terms applicable to specific products and services. Such consent may be given expressly or it may be implied by conduct.

Your personal information may be disclosed to:

- (a) our Resellers and End Users to allow them to administer your access to the AVRLive Site and the P2P Products;
- (b) Trial Participants conducting a Trial with their customers (as noted above in section 3) to allow them to administer and facilitate your involvement in that Trial;
- (c) our related bodies corporate and affiliates (including those located overseas), for the purpose of our business and marketing purposes only;
- (d) our third-party service providers to permit them to provide services to us such as provision of infrastructure, information systems and IT services, data analysis, and customer services, and other similar services;
- (e) our external advisers who have been engaged to provide us with legal, administrative, financial, insurance, research, marketing or other services;
- (f) our End Users if you appear in a video stream;



(g) other parties as permitted or required by law;

(h) any other person authorised, implicitly or expressly, when the personal information is provided to or collected by us.

Some of Harvest's related entities, or third-party service providers to whom we may disclose your personal information, may be located in countries outside Australia or may hold your data on servers located outside of Australia. We will endeavour to take reasonable steps to ensure that these parties handle your personal information in a manner that is consistent with the Australian Privacy Principles and this privacy policy.

We will not share your personal information with third parties for their marketing purposes. We will never sell, trade, lease or rent your personal information to third parties.

We may share de-identified, aggregated information with third parties for their marketing and business purposes, but such information will not individually identify you.

6. What happens if you do not provide personal information?

If you do not provide your personal information to us, you will not be able to use, or take advantage of all of the functionality of our products and services.

7. Data Security

We take reasonable steps to protect the personal information we hold, whether in electronic or other form, against loss, unauthorised access, use, modification or disclosure, and against other misuse.

When no longer required by us, we will take reasonable steps to destroy, delete or permanently de-identify personal information in a secure manner.

8. Access to personal information

You may request access to personal information that Harvest holds about you by using the contact details below. Harvest will process such requests within a reasonable time and may charge a fee for providing access, which will cover the costs of verifying the application and retrieving the information requested. If Harvest denies an access request as permitted or required by law, we will provide reasons to the extent we are required by law to do so.

9. Correction of personal information

Harvest will take reasonable steps to ensure that any personal information we hold about you is accurate and up to date. Please let us know promptly if any changes are required to be made to the personal information we hold about you by contacting us using the contact details below.

You may ask us at any time to correct personal information we hold about you. On request, we will take reasonable steps to correct the information so that it is accurate, complete and up to date, or will provide reasons for not doing so.

You may also update your personal information at any time through the AVRLive Site, the websites related to the relevant P2P Product(s) or Trials.



10. Deletion of personal information

You may request that we delete the personal information we have collected from you, subject to certain limitations under applicable law.

For P2P Products sourced from Apple App Store, Google Play Store, Microsoft Store or other authorised third-party online store, to exercise your right to delete, you may instantly delete your personal information in the application. To do this you will need to login in to your account and enter a valid software key. To confirm the action, you will also need to enter your account password. You will then see a popup with either an error or success message.

For the AVRLive Site, the P2P Product(s) and the Trials you may exercise your right to delete, by contacting us using the contact details below. We will log a service request and take reasonable steps to delete the personal information we hold about you, or provide reasons for not doing so.

11. Complaints

If you wish to make a complaint about a breach of this Privacy Policy, or the Australian Privacy Principles, you can contact Harvest using the contact details below. You will need to provide sufficient details regarding your complaint, as well as any supporting evidence and information.

Your complaint will be reviewed by us, and we will investigate the issue and determine the steps that Harvest will take to resolve your complaint. Harvest will contact you if it requires any further information from you and will notify you in writing of the outcome of the investigation.

If you are not satisfied with the outcome, you may contact us to discuss the matter further, or you may make a complaint to the Information Commissioner using the details below:

Office of the Australian Information Commissioner:

GPO Box 5218 Sydney NSW 2001
Email: enquiries@oaic.gov.au
Telephone: 1300 363 992
Fax: 02 9284 9666

12. Contact Details

If you have any questions of feedback about our privacy policy, or the way in which we handle your personal information, please contact us using the following details:

Phone Number:	+61 8 6370 6370
Email:	commercial@harvest-tech.com.au

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