

## **CALLATION - PRIVACY POLICY**

This Privacy Policy sets out how we protect any information that you give us when you use our SaaS products and services.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our SaaS products and services, you can be assured that it will only be used in accordance with this Privacy Policy.

We may change this privacy policy from time to time. You should check with us periodically to ensure that you are happy with any changes. This policy is effective from the time you agree to avail any of our SaaS products and services.

### **I. APPLICABILITY**

This Privacy Policy applies to information collected from you as a result of your commitment to avail of our SaaS products and services. In this policy, you can learn what kind of information we collect, when and how we might use that information, how we protect the information, and the choices you have with respect to your personal information.

### **II. COVERED INFORMATION**

We shall store your call reporting and call accounting data and general data. You are assured that it is kept confidential and never sold or distributed outside of the Company. Such information may include your name, address, telephone number, and personal and business financial information.

### **III. NON-DISCLOSURE CLAUSE**

It is our policy not to disclose non-public personal information that we collect, except as authorized by you or as required by law. Other than the entities that act on our behalf, all information you provide to us will not be transferred to unrelated third parties.

### **IV. EXCEPTIONS TO NON-DISCLOSURE CLAUSE**

To the extent permitted by law, certain private information about you may be disclosed only in the following exceptional situations:

1. In order to comply with a validly issued and enforceable subpoena or summons.
2. In the course of a review under the authorization of an Australian government board or accredited organization, or as necessary to properly respond to an inquiry or complaint from such a board of organization.

3. As part of any actual or threatened legal proceedings or alternative dispute resolution proceedings either initiated by or against us, provided we disclose only the information necessary to file, pursue, or defend against the lawsuit and take reasonable precautions to ensure that the information disclosed does not become a matter of public record.

#### V. INTRA-COMPANY SECURITY

Except as otherwise described herein, we restrict access to your personal information from our own employees and staff. Their right to further disclose and use the information is limited by the policies of our business, applicable law, and nondisclosure agreements where appropriate. Our SaaS products and services likewise maintain physical, electronic, and procedural safeguards in compliance with applicable laws and regulations to guard your personal information from unauthorized access, alteration, or premature destruction.

#### VI. TREATMENT OF NON-CONFIDENTIAL INFORMATION

Information that is not personal, such as SaaS general inquiries, comments, ideas and suggestions, shall be deemed non-confidential and we shall be free to use and disclose this information in order to assist others in resolving their own SaaS-related issues, without any obligation to you.

Thank you for allowing us to serve you through our SaaS products and services. We value your business and are committed to protecting your privacy. Please email us if you have any questions or if we can be of further assistance.