

## **RosterCloud Privacy Policy**

This policy is effective from 1 November 2012.

This privacy policy sets out how Online Rostering Pty Ltd trading as RosterCloud (“RosterCloud”) uses and protects any information that you give RosterCloud when you use this website.

RosterCloud is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website you can be assured that it will only be used in accordance with this privacy statement.

### **1. Information Collected**

RosterCloud offers a variety of applications and services that are collectively referred to as the “Services.” RosterCloud collects information from individuals who visit the Company’s Web sites (“Visitors”) and individuals who register to use the Services (“Customers”).

When expressing an interest in obtaining additional information about the Services or registering to use the Services, RosterCloud requires you to provide the Company with personal contact information, such as name, company name, address, phone number, and email address (“Required Contact Information”). When purchasing the Services, RosterCloud requires you to provide the Company with financial qualification and billing information, such as billing name and address, credit card number, and the number of employees within the organisation that will be using the Services (“Billing Information”). RosterCloud may also ask you to provide additional information, such as number of employees, or industry (“Optional Information”). Required Contact Information, Billing Information, and Optional Information are referred to collectively as “Data About RosterCloud Customers.”

As you navigate the Company’s Web sites, RosterCloud may also collect information through the use of commonly-used information-gathering tools, such as cookies and Web beacons (“Web Site Navigational Information”). Web Site Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol (“IP”) address, and the actions you take on the Company’s Web sites (such as the Web pages viewed and the buttons clicked).

### **2. Use of Information Collected**

The Company uses Data About RosterCloud Customers to perform the services requested. For example, if you fill out a “Contact Me” Web form, the Company will use the information provided to contact you about your interest in the Services.

The Company may also use Data About RosterCloud Customers for marketing purposes. For example, the Company may use information you provide to contact you to further discuss your interest in the Services and to send you information regarding the Company and its partners, such as information about promotions or events.

RosterCloud uses credit card information solely to check the financial qualifications of prospective Customers and to collect payment for the Services.

RosterCloud uses Web Site Navigational Information to operate and improve the Company’s Web sites. The Company may also use Web Site Navigational Information alone or in combination with Data About RosterCloud Customers to provide personalized information about the Company.

### **3. Web Site Navigational Information**

RosterCloud uses commonly-used information-gathering tools, such as cookies and Web beacons, to collect information as you navigate the Company's Web sites ("Web Site Navigational Information"). This section describes the types of Web Site Navigational Information that may be collected on the Company's Web sites and how this information may be used.

#### **Cookies**

RosterCloud uses cookies to make interactions with the Company's Web sites easy and meaningful. When you visit one of the Company's Web sites, RosterCloud's servers send a cookie to your computer. Standing alone, cookies do not personally identify you. They merely recognize your Web browser. Unless you choose to identify yourself to RosterCloud, either by responding to a promotional offer, opening an account, or filling out a Web form (such as a "Contact Me" or a "30 Day Free Trial" Web form), you remain anonymous to the Company.

RosterCloud uses cookies that are session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer.

If you have chosen to identify yourself to RosterCloud, the Company uses session cookies containing encrypted information to allow the Company to uniquely identify you. Each time you log into the Services, a session cookie containing an encrypted, unique identifier that is tied to your account is placed in your browser. These session cookies allow the Company to uniquely identify you when you are logged into the Services and to process your online transactions and requests. Session cookies are required to use the Services.

RosterCloud uses persistent cookies that only the Company can read and use to identify browsers that have previously visited the Company's Web sites. When you purchase the Services or provide the Company with personal information, a unique identifier is assigned you. This unique identifier is associated with a persistent cookie that the Company places on your Web browser. The Company is especially careful about the security and confidentiality of the information stored in persistent cookies. For example, the Company does not store account numbers or passwords in persistent cookies. If you disable your Web browser's ability to accept cookies, you will be able to navigate the Company's Web sites, but you will not be able to successfully use the Services.

RosterCloud may use information from session and persistent cookies in combination with Data About RosterCloud Customers to provide you with information about the Company and the Services.

#### **Web Beacons**

RosterCloud uses Web beacons alone or in conjunction with cookies to compile information about Customers and Visitors' usage of the Company's Web sites and interaction with emails from the Company. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular Web site tied to the Web beacon, and a description of a Web site tied to the Web beacon. For example, RosterCloud may place Web beacons in marketing emails that notify the Company when you click on a link in the email that directs you to one of the Company's Web sites. RosterCloud uses Web beacons to operate and improve the Company's Web sites and email communications.

RosterCloud may use information from Web beacons in combination with Data About RosterCloud Customers to provide you with information about the Company and the Services.

#### **Flash Cookies**

RosterCloud uses local shared objects, also known as Flash cookies, to store your preferences or display content based upon what you view on our site to personalize your visit. Third parties, with

whom the Company partners to provide certain features on our site or to display advertising based upon your Web browsing activity, use Flash cookies to collect and store information.

Flash cookies are different from browser cookies because of the amount of, type of, and how data is stored. Cookie management tools provided by your browser will not remove Flash cookies. To learn how to manage privacy and storage settings for Flash cookies [click here](#).

### **IP Addresses**

When you visit RosterCloud's Web sites, the Company collects your Internet Protocol ("IP") addresses to track and aggregate non-personal information. For example, RosterCloud uses IP addresses to monitor the regions from which Customers and Visitors navigate the Company's Web sites.

RosterCloud also collects IP addresses from Customers when they log into the Services as part of the Company's "Identity Confirmation" and "IP Range Restrictions" security features.

### **Third Party Cookies**

From time-to-time, RosterCloud engages third parties to track and analyze usage and volume statistical information from individuals who visit the Company's Web sites. RosterCloud may also use other third-party cookies to track the performance of Company advertisements. The information provided to third parties does not include personal information, but this information may be re-associated with personal information after the Company receives it.

RosterCloud also contracts with third-party advertising networks that collect IP addresses and other Web Site Navigational Information on the Company's Web sites and emails and on third-party Web sites. Ad networks follow your online activities over time by collecting Web Site Navigational Information through automated means, including through the use of cookies. They use this information to provide advertisements about products and services tailored to your interests. You may see these advertisements on other Web sites. This process also helps us manage and track the effectiveness of our marketing efforts.

## **4. Public Forums, Refer a Friend, and Customer Testimonials**

RosterCloud may provide bulletin boards, blogs, or chat rooms on the Company's Web sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. RosterCloud is not responsible for the personal information you choose to submit in these forums.

Customers and Visitors may elect to use the Company's referral program to inform friends about the Company's Web sites. When using the referral program, the Company requests the friend's name and email address. RosterCloud will automatically send the friend a one-time email inviting him or her to visit the Company's Web sites. RosterCloud does not store this information.

RosterCloud posts a list of Customers and testimonials on the Company's Web sites that contain information such as Customer names and titles. RosterCloud obtains the consent of each Customer prior to posting any information on such a list or posting testimonials.

## **5. Sharing of Information Collected**

RosterCloud may share Data About RosterCloud Customers with the Company's service providers so that these service providers can contact Customers and Visitors who have provided contact information on our behalf. RosterCloud may also share Data About RosterCloud Customers with the Company's service providers to ensure the quality of information provided. Unless described in this privacy statement, RosterCloud does not share, sell, rent, or trade any information provided with third parties for their promotional purposes.

From time to time, RosterCloud may partner with other companies to jointly offer products or services. If you purchase or specifically express interest in a jointly-offered product or service from RosterCloud, the Company may share Data About RosterCloud Customers collected in connection with your purchase or expression of interest with our joint promotion partner(s). RosterCloud does not control our business partners' use of the Data About RosterCloud Customers we collect, and their use of the information will be in accordance with their own privacy policies. If you do not wish for your information to be shared in this manner, you may opt not to purchase or specifically express interest in a jointly offered product or service.

RosterCloud uses a third-party service provider to manage credit card processing. This service provider is not permitted to store, retain, or use Billing Information except for the sole purpose of credit card processing on the Company's behalf.

RosterCloud reserves the right to use or disclose information provided if required by law or if the Company reasonably believes that use or disclosure is necessary to protect the Company's rights and/or to comply with a judicial proceeding, court order, or legal process.

## **6. International Transfer of Information Collected**

To facilitate RosterCloud's global operations, the Company may transfer and access Data About RosterCloud Customers from around the world, including the United States. This Privacy Statement shall apply even if RosterCloud transfers Data About RosterCloud Customers to other countries.

## **7. Communications Preferences**

RosterCloud offers Customers and Visitors who provide contact information a means to choose how the Company uses the information provided. You may manage your receipt of marketing and non-transactional communications by emailing [info@rostercloud.com](mailto:info@rostercloud.com) or by clicking on the "unsubscribe" link located on the bottom of the Company's marketing emails. Additionally, you may send a request specifying your communications preferences to [info@rostercloud.com](mailto:info@rostercloud.com). Customers cannot opt out of receiving transactional emails related to their account with RosterCloud or the Services.

## **8. Correcting and Updating Your Information**

Customers may update or change their registration information by editing their user or organisation record. To update a user profile, please login to [www.rostercloud.com](http://www.rostercloud.com) with your RosterCloud username and password and click "My Details." To update an organisation's information, please login to [www.rostercloud.com](http://www.rostercloud.com) with your RosterCloud username and password and select "Settings." To update Billing Information or have your registration information deleted, please email [info@rostercloud.com](mailto:info@rostercloud.com) or call +61 409 508 555. To discontinue your account and to have information you maintained in the Services returned to you, please email [info@rostercloud.com](mailto:info@rostercloud.com) or call +61 409 508 555. Requests to access, change, or delete your information will be handled within 30 days.

## **9. Customer Data**

RosterCloud Customers may electronically submit data or information to the Services for hosting and processing purposes ("Customer Data"). RosterCloud will not review, share, distribute, or reference any such Customer Data except as may be required under the RosterCloud Terms and Conditions or as required by law. In accordance with the RosterCloud Terms and Conditions, RosterCloud may access Customer Data only for the purpose of providing the Services, preventing or addressing service or technical problems, at a Customer's request in connection with customer support matters, or as may be required by law.

## **10. Security**

RosterCloud uses robust security measures to protect Customer Data from unauthorized access, maintain data accuracy, and help ensure the appropriate use of Customer Data. When the Services are accessed using Internet Explorer version 6.0 or later, Firefox version 2.0 or later, or Safari version 3.0 or later, Secure Socket Layer (.SSL.) technology protects Customer Data using both server authentication and data encryption. These technologies help ensure that Customer Data is safe, secure, and only available to the Customer to whom the information belongs and those to whom the Customer has granted access. RosterCloud also implements an advanced security method based on dynamic data and encoded session identifications, and the Company hosts its Web sites in a secure server environment that uses firewalls, intrusion detection systems, and other advanced technology to prevent interference or access from outside intruders. RosterCloud also offers enhanced security features within the Services that permit Customers to configure security settings to the level they deem necessary. Customers are responsible for maintaining the security and confidentiality of their RosterCloud usernames and passwords.

Because the Company uses the Services to maintain Data About RosterCloud Customers, this information is secured in the same manner as described above for Customer Data.

## **11. Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **12. Changes to this Privacy Statement**

RosterCloud reserves the right to change this Privacy Statement. RosterCloud will provide notification of the material changes to this Privacy Statement through the Company's Web sites at least thirty (30) business days prior to the change taking effect.

## **13. Contacting Us**

Questions regarding this Privacy Statement or the information practices of the Company's Web sites should be directed to RosterCloud Privacy by mailing RosterCloud Privacy, 17 Hornby St, Brighton East, VIC 3187.