



PRIVACY POLICY

The privacy and security of the personal information that we hold about you is very important to us and is an important part of our relationship with our clients. The following Privacy Policy applies to all clients of DUG Technology Ltd and its related entities (collectively **DUG**). It is designed to assist you in understanding how we collect and deal with your personal information. By dealing with us, you consent to the collection, use and disclosure of your personal information as described in this Policy.

Our Policy

In the course of providing high-performance compute, software and services, it is necessary for us to collect personal information. We will not use or disclose personal information for a purpose other than that for which it was collected unless it is:

- a purpose described below;
- a purpose required by law; or
- a purpose for which we have obtained consent.

Collection of information

Personal information will only be collected to the extent necessary for us to be able to provide you with the assistance you seek from us, or, if you have “opted in”, for the purposes of providing marketing and investment materials, except as is required or authorised by law. We may request information from you in order to provide the best service possible. In addition, we may collect personal information in client meetings, in writing, by telephone and email and through other methods of communication.

Instances when we collect such information include:

- when providing high-performance compute, software, or services to you;
- when interacting with you via our websites;
- when dealing with certain government agencies or departments; and
- when required by law.

Information collected would generally comprise name, address, postal address, telephone, email contact details, business and professional details, as well as details of the DUG products or services that you use.

Should you contact us requiring technical or similar assistance, information relating to your problem or suggested solution are also recorded by us to assist customer relationship management.

When we collect personal information from you, we will take reasonable steps to ensure that you are aware of:

- our contact details;
- your rights to access the personal information we have collected;
- the purpose for which the information was collected;
- types of third parties we will normally disclose or transfer personal information to;
- any legal requirement on our part to collect the personal information; and
- the possible consequences of us not disclosing personal information when required to do so.

Positions vacant and job applications

We may disclose the personal information you provide to us to DUG employees and/or advisors for the purpose of considering you for career opportunities at DUG.

How we use this information

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, email, and postal address) and financial information. We use this information for ordering and billing purposes, and if we have trouble processing an order, to contact you. We collect personal information so that we can communicate with you about:

- the products and/or services that you use and efficiently administer all products and services we provide to you;
- software upgrades, feature variations or enhancements, any problems discovered with the software and corrective measures that may be taken, and informing you of other DUG products;
- ASX notices, company updates, and investor information;
- upcoming events such as seminars and conferences in which DUG is participating.

In addition, we use the personal information we collect to enable us to provide appropriate services to you, and to enable us to comply with any legal requirements.

Correspondence is recorded in order to provide service references, and to assist in our staff development.



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If at any stage you do not wish to receive such information and you contact us in writing to advise us of your wishes, we will remove your information from our marketing list.

Information storage

Electronic customer management and database systems are used to store personal information. The systems are accessed by authorised users and contain security features to ensure the protection and integrity of the data that we hold. DUG will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for the purposes for which DUG is authorised to use it. We use PayPal to process all online purchases; as a result, financial details such as credit card numbers are never collected or stored by DUG.

We take all reasonable measures to protect personal information from loss, unauthorised access, destruction, misuse, modification or disclosure.

Disclosure

DUG may at its discretion use other third parties to provide essential services on our website or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. DUG does not share any information with third parties for any unknown or unrelated uses.

We reserve the right to disclose your personally identifiable information to DUG's advisors or third parties engaged by DUG to assist in providing you with the services requested, as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on us.

Disclosure of personal information to overseas recipients

We are an international technology company and may disclose personal information to any of our global entities when providing you with our products and services. Personal information may be stored in Perth, Houston, London or Kuala Lumpur. Where personal information has been transferred within the DUG Group and/or to authorised third parties located outside of your country we take appropriate measures to ensure that your personal information is exclusively processed for the purposes mentioned above and that adequate levels of protection have

been implemented in order to safeguard your personal information.

Access to information

We aim to keep our information as accurate as possible. Individuals can access their personal information, request correction or deletion of the personal information (but only where it is no longer required for a legitimate business purpose), and request that the processing of their personal information is restricted. You may also opt-out of receiving newsletters or other marketing communications from us by clicking the unsubscribe link at the bottom of the message. For queries on this Policy, please contact:

e-mail: legal@dug.com or write to us:

The Privacy Officer
DUG Technology Ltd
76 Kings Park Road
West Perth WA 6005
AUSTRALIA

We are committed to protecting the privacy of your personal information, and if you are dissatisfied with either the manner of collection or the use of such personal information, please contact our Privacy Officer on the contact details listed above to discuss the matter.

Links

Links on the DUG site to external entities are not covered by this Policy. The terms and conditions set out in this privacy statement only cover content hosted on www.dug.com.

Changes to Privacy Policy

If we decide to change our policy about privacy, we will post the change(s) to this Policy, DUG's website and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

Payment security

DUG uses PayPal for its online payment transactions. PayPal processes online payment transactions for thousands of global merchants, providing a safe and secure means of collecting payments via the Internet. All payment details are provided by you directly to PayPal. DUG never collects or stores any payment information.



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All PayPal transactions are secure transactions:

- All transactions are performed under 128-bit SSL encryption.
- Your credit card number or bank details are not divulged to DUG or any third party.
- All transaction data is encrypted for storage within PayPal's data centre.

For more information about PayPal and online payments, please visit www.paypal.com.

Acknowledgements

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Some icons used on this site are courtesy of FatCow.

Cookie policy

This cookie policy applies to information collected through your use of our website, with instruments known as cookies. Our cookies generally do not collect personal information about you, however where they do, our *Privacy Policy* applies.

What do we use Cookies for?

'Cookies' are small text files that are stored by your browser (for example, Internet Explorer or Safari) on your computer or mobile phone. We use cookies to make our website easier to use and to better tailor our products to your interests and needs. They help our website recognise your device and remember information about your visit like your preferences, settings and how you use our website.

What cookie types do we use?

Our cookies are either first party or third party. Whether a cookie is 'first' or 'third' party refers to the website or domain placing the cookie. First party cookies are placed directly by us, while other parties we may do business with set third party cookies.

These third parties collect data directly from your web browser and the processing of this data is subject to their own privacy policies.

Cookies are either:

- *Session cookies*, which allow websites to link your actions during a browser session. We may use these for a variety of purposes such as remembering what you clicked on, on the previous page visited. These session cookies expire after a browser session so would not be stored longer term; or

- *Persistent cookies*, which are stored on your device in between browser sessions and allow your preferences or actions across a site (or in some cases across different websites) to be remembered. These cookies do not expire once the browsing session closes and remain on your device until an expiration date set by the source of the cookie.

What are the categories of the Cookies we use?

Essential cookies: These are essential to make our website work correctly, they enable you to move around our website and use our features. These cookies are necessary for the provision of our services and if you do not want us to collect such information, you must cease using our website immediately.

Performance cookies: These help us understand how you interact with our website, by providing information about the areas visited, the time spent on the website, and any issues encountered, such as error messages. This helps us improve the performance of our website.

Functionality cookies: These allow our website to remember if you have previously visited our site or the choices you make (such as your user name, language, region or preferences) to provide a more personalised online experience.

Targeting/Advertising cookies: These are used to deliver content that is more relevant to you and your interests. They may be used to deliver targeted advertising or to limit the number of times you see an advertisement.

How do you manage cookies?

Most internet browsers are initially set up to automatically accept cookies. You can change the settings to manage cookies being sent to your device.

[Disable cookies in Internet Explorer](#)

[Disable cookies in Chrome](#)

[Disable cookies in Safari](#)

[Disable cookies in Firefox](#)

[Disable cookies in Safari iOS](#)

[Disable cookies in Google Android](#)

[Cookies and how to manage them](#)