

January 19, 2005

Winsum Computer Services Pty Ltd (WCS) Privacy Statement

WCS values your privacy

WCS considers the guarding of your privacy as of the utmost importance. This Winsum Privacy Statement states our commitment to maintaining your privacy.

Reasons for collecting information

WCS only collects such information as is necessary to conduct business with you. You will always know what information is being collected, and will have the option to choose how WCS utilises your information to communicate with you. We will only collect information by lawful and fair means and not in an intrusive way.

WCS and its service providers will only use personal or business information you have supplied in order to:

- identify you as the product owner and to provide better customer service to you, your business partners and your employees;
- perform authorised financial transactions with you and your associated service providers;
- operate our business as it pertains to you;
- keep you informed about WCS products and services and those of relevant business partners; and
- fulfil legal and regulatory obligations.

Aggregated data that contains no information specific to a particular person or business may be shared with our business partners, for example, aggregated statistical trend in a particular industry sector.

How we use your information

WCS uses the information you supply in many ways necessary for us to do business together: product promotion, order fulfilment, product registration or activation, provide transactional services and customer support and for access to the WCS website.

Product promotion

WCS needs to be able to contact you about product upgrades and new product releases and to inform you of new services relevant to your business, including special offers (you may, however, notify us at any time that you do not want to receive any marketing communications from WCS).

Order fulfilment

When ordering products and services, you must provide contact information (such as name and delivery address) and financial information (such as credit-card number and expiration date if you are using this payment method). WCS uses this information to fulfil your order and bill you. If we

have trouble processing an order, this contact information is also used to get in touch with you to resolve the problem.

Product registration

WCS asks you to register each product or service you purchase with relevant personal and business details. Registration ensures that only you - and no unauthorised persons - receive upgrades and special offers.

Customer support

Registration links your WCS product and version to your contact details. This allows our support consultants to provide you with quality advice relevant to your particular situation when you call WCS Customer support. If software or documentation needs to be emailed or posted to you, the consultant has all the information needed to ensure fast service.

WCS website access

Many useful services are currently available at WCS websites and more services are being planned. Your information gives you authorised access so that you - and only you - can update your personal information, access online help or perform financial transactions.

Our web sites may contain links to other sites belonging to other parties and which are beyond the control of WCS. Please note that we cannot vouch or be responsible for the privacy practices of non-WCS sites.

Securing electronic communication

Personal information that is submitted to WCS websites it is protected both on- and offline.

Any WCS web pages that request information or allow transaction processing use the Hypertext Transport Protocol Security (HTTPS) protocol which allows data to be transmitted in an encrypted form known as Secure Sockets Layer® (SSL) - visit <http://www.ssl.com> for details.

You can confirm that any WCS data-entry page is secure by checking that the page address in the Web browser's tool bar or status bar begins with <https://>, or the padlock icon in the web browser's tool bar or status bar is locked.

WCS is also committed to protecting your information offline. All of your personal and business information is restricted to only those employees who need it to perform a specific task. For example, a customer service representative may need to identify you to inform you of a free upgrade.

WCS may also use Internet Protocol (IP) addresses to analyse trends, administer our websites, track your navigation among WCS web pages and gather broad information for aggregate use.

Accountability and legislative compliance

Winsum Computer Services Pty Ltd informs its employees about the importance of confidentiality and customer privacy through its operating procedures, training programs and internal policies. WCS will take appropriate disciplinary measures to enforce privacy responsibilities of its employees.

If WCS contracts with external service providers to provide service support, WCS will require them to conform to the WCS Group privacy policy.

The Winsum Computer Services Pty Ltd Privacy Statement has been developed in accordance with relevant local and international privacy legislation.

Correction of problems

If you have any questions or you believe that WCS has not adhered to this Privacy Statement, please contact us. We will then use all commercially reasonable efforts to promptly determine if there is a problem and take the necessary corrective action.

In the event that you need to update or correct your personal or business information, you can call, fax or mail changes to your personal information to our office.

Changes to this Privacy Statement

Any changes to this Privacy Statement that may be made from time to time will be available on the WCS website. You can also obtain a copy of the current Privacy Statement by either emailing or writing to our office.

Contacting WCS

Post: Winsum Computer Services, PO Box 1032, Springwood QLD 4127.

Email: privacyofficer@winsum.com.au