

## PRIVACY NOTICE Clover Technologies, August 2011

### General Information

#### Clover Technologies Privacy Notice

Clover Technologies understands that you value your privacy and wish to have your personal information kept secure. For these reasons, Clover Technologies places a high priority on the security of information we hold.

By visiting the CartCollect website or any other websites operated by Clover Technologies or its affiliates (collectively, the "Site"), you agree to accept the practices described in this Privacy Notice. If you do not agree to the terms of this Privacy Notice, please do not use the Site. Each time you use the Site, you should check the date of this Privacy Notice (which appears above) and review any changes that have been made since your last visit to the Site.

We are bound by the Privacy Act 1988 and must comply with the National Privacy Principles. You can find more information about the Privacy Act and the National Privacy Principles on the Australian Federal Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au).

### Privacy Policy

#### 1. Personal Information Collected By Clover Technologies

Clover Technologies uses information that we collect from our visitors and customers to personalize and improve your visit and trade-in experience at the Site. We gather the following types of information:

**Information You Give to Us:** We collect Personal Information that is provided by Site users, and we may transmit, compile, or record such Personal Information to or on our servers at various locations within Canada and the United States. "Personal Information" includes your name, address, telephone number and e-mail address. Personal Information is collected when you establish an account with us, create a trade on the Site, participate in an on-line survey, or when you communicate with any of our departments such as customer service, sales or technical services through the Site, telephone, mail or fax. In some instances, we may obtain other people's names and email addresses that you may choose to provide as part of our "email a friend" feature.

**Cookies:** Through the use of cookies, we may also collect and analyze the IP address used to connect your computer to the Internet; computer and connection information such as your browser type and version; operating system and platform; purchase history; confirmation when you open e-mail that we send you; and the URLs which lead you to and around the Site including the date and time. You can generally set your browser to reject cookies or to notify you when you are sent a cookie. Software is also available from third parties which will allow you to visit the Site without providing this information. You are welcome to use the Site if you use such software but we will not be able to offer you our personalized services and we will be unable to accept any online orders from you.

**Orders:** If you create an empty cartridge return through the Site, you will be required to provide contact information.

**Promotional Material Requests and Email Newsletter Subscriptions:** Upon generating a return through the Site, you may opt in to receive promotions from CartCollect. Once you receive an email newsletter subscription, you may unsubscribe if you change your mind and decide not to join the list. Furthermore, the confirmation email will alert you if someone else has entered your email address into our email newsletter subscription list. In order to make our email newsletters more relevant and useful to you, our servers may receive a confirmation when you open an email message from Clover Technologies.

#### 2. Use of Information Collected By Us

We use this information in an effort to improve your experience on the Site, to provide services to you and to communicate with you about information that you request. We may also use this information to help us target specific offers to you, to help us develop and improve our Site, and to tailor our Site to your interests.

#### 3. Sharing of Information with Third Parties

We will not rent, sell or otherwise disclose your Personal Information to unrelated third parties without your consent, except as stated in this Privacy Notice.

**Service Providers:** We may employ other companies or individuals to provide certain services to or on behalf of us such as analyzing customer lists and data, or performing marketing or consulting services. These third parties ("Service Providers") will only have access to the information needed to perform these limited functions on our behalf and are required to provide your Personal Information with at least the same level of protection and security as we use on the Site. Such Service Providers are prohibited from using your Personal Information for any purpose other than that for which such party was engaged by us and/or as stated in this Privacy Notice. Any Service Providers that use data received from us may only do so in accordance with this Privacy Notice.

**Third Party Marketing Partners:** We may, from time to time, share your name and postal mailing address with a few carefully selected third party marketing partners that we believe offer products or services that may be of interest to you.

**Aggregate Information:** We provide aggregate information to some of our business partners. This information is used in a collective manner and does not identify you individually in any way. We collect and share aggregate information in order to know more about the general profile of our customers so that we can improve your return experience.

**Shippers:** If you make a return through the Site, your name, telephone number and address must be provided to third party shippers such as TOLL, Australia Post, Courier Post and StarTrack to deliver your return cartridges to our sorting centre. These dropshippers are only given your name, postal address, and telephone number for the sole purpose of fulfilling your pick up request.

**Law Enforcement and Protection of Users:** To the extent permitted by law, we will disclose Personal Information to government authorities or third parties pursuant to a legal request, subpoena or other legal process. We may also use or disclose your information as permitted by law to perform charge verifications, report or collect debts owed, fight fraud or protect our rights or property as well as those of our affiliates, customers, or its users. You should be aware that, following disclosure to any third party, your Personal Information may be accessible by others to the extent permitted or required by applicable law.

**4. Affiliate Programs** We maintain relationships with third party affiliate websites. Although we do not and cannot control the activities of the third parties that operate such websites, we will cease doing business with any affiliate that engages in abusive practices, including, for example, spam, trademark infringement, predatory means of attracting visitors, or unlawful activities. To report abuse by an affiliate, please contact our Affiliate Manager via email at [info@cartcollect.com.au](mailto:info@cartcollect.com.au)

**5. Children and Privacy** The Site is a general audience website and is not directed to children under the age of 18. We will never knowingly collect personally identifiable information from children under the age of 18 without verifiable parental consent. If you are under the age of 18, please do not provide us with personally identifiable information of any kind whatsoever. If we become aware that a user is under the age of 18 and has submitted Personal Information without verifiable parental consent, we will remove his or her personally identifiable information from our files. We understand that children may not fully understand all of the provisions of this Privacy Notice or make informed decisions about the choices that are made available to adult users of the Site.

## **SSL Data Encryption**

### **6. Security**

The Site utilizes industry-standard firewalls and Secure Sockets Layer (SSL) technology to allow for the encryption of potentially sensitive Personal Information, such as your name or address. You should recognize, however, that no computer system is fully secure and that there are inherent risks associated with Internet transactions. To make sure you have the latest security features on your browser, you may want to download the most recent version of your favorite browser, which should have full SSL support.

### **7. Corrections/Information Removal/Opt-Out/Access**

We allow you to access and correct your personal information we hold in certain circumstances. If your name, e-mail or postal address, telephone number or other Personal Information changes, you may update, correct or omit the relevant information by contacting us at [info@cartcollect.com.au](mailto:info@cartcollect.com.au) In addition, if you wish to access your personal information or you no longer wish to receive communications from us you may opt-out by

sending a letter to Clover Technologies Privacy Officer, PO Box 42 Altona North, VIC, 3025 or by clicking on the unsubscribe link within any marketing e-mail you receive from us.

#### **8. Contact Information**

If you have any questions or concerns about this Privacy Notice, emailing us at [info@cartcollect.com.au](mailto:info@cartcollect.com.au) or send a letter to: Clover Technologies Privacy Officer, PO Box 42 Altona North, VIC, 3025 or by clicking on the unsubscribe link within any marketing e-mail you receive from us.

#### **9. Limitations On Liability**

IN NO EVENT WILL Clover Technologies OR ITS PARENT, AFFILIATES, LICENSEES OR ANY PARTY INVOLVED IN CREATING, PRODUCING OR DELIVERING THE SITE OR ITS PRODUCTS OR SERVICES BE LIABLE IN ANY MANNER WHATSOEVER FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR ACCESS, USE OR INABILITY TO USE THE SITE, OR IN CONNECTION WITH ANY FAILURE OR PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DEFECT, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS OR LINE OR SYSTEM FAILURE (INCLUDING LOSS OF PROFITS, LOSS OF BUSINESS OR DATA, BUSINESS INTERRUPTION, AND DAMAGES THAT RESULT FROM INACCURACY OF THE INFORMATION OR INCONVENIENCE, DELAY, OR LOSS OF THE USE OF THE SITE). THE FOREGOING LIMITATIONS APPLY WHETHER THE ALLEGED LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER BASIS, EVEN IF Clover Technologies OR ITS AFFILIATES OR ANY OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES

#### **10. Changes to this Notice**

This Privacy Notice is not a static document. We may make changes to this Privacy Notice from time to time for any reason. We will publish these changes on our website.