

This is the Privacy Policy (last updated 10 February 2021) for services offered by Menuridae Translating and Editing ('**Menuridae**', '**we**', '**us**' and '**our**'), ABN 23 815 268 249, through the website www.menuridae.com. We respect your right to privacy and are committed to safeguarding your personal information. Menuridae adheres to the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth).

This policy sets out information on:

- a) the personal information we collect and how we collect it;
- b) the purposes for which we use your personal information;
- c) the circumstances under which we may share your personal information with others; and
- d) what control and information rights you may have.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of dealings covered by this Policy

1. Personal Information

1.1 "**Personal Information**" is information we hold which can identify you or which is identifiable as being about you.

2. Collection of Personal Information

2.1 Menuridae may ask you for, or you may voluntarily submit, Personal Information when you access our website, when we provide our services to you and when you interact with us electronically, in person or over the phone.

2.2 The Personal Information we collect could include, but is not limited to:

- a) your name;
- b) your contact information (including, without limitation, your phone number, address and email address); and
- c) your Internet Protocol address (further details provided in clause 8 below).

2.3 We do not collect your credit card information. We use PayPal to process all payments. PayPal is a secure payment gateway which allows you to complete your payment without disclosing any bank / card information to us. You will be redirected to PayPal's payment gateway to complete your payment when you pay any invoice(s) from us.

2.4 We may also receive Personal Information about you from third parties. If we do, we will protect it as set out in this Privacy Policy.

2.5 We will only retain your Personal Information for as long as we need it to fulfil the purpose for which we have collected it and, if applicable, as long as required by statutory retention requirements.

3. Security of your personal information

3.1 Menuridae is committed to ensuring the security of your personal information. We have put in place appropriate physical, electronic, and managerial

procedures to safeguard the information we collect and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

- 3.2 Although we take measures to safeguard against unauthorised dealings with your personal information, we cannot guarantee that personal information we collect will not be handled in a manner that is inconsistent with this Privacy Policy. For example, due to the inherent open nature of the Internet, we cannot guarantee that your personal information will be completely free from unauthorised access by third parties such as hackers. You acknowledge and agree that the transmission and exchange of information is carried out at your own risk.

4. Use of your Personal Information

- 4.1 Except with your specific consent, or otherwise permitted by law, Menuridae will only use your Personal Information as described in clause 4 of this Privacy Policy.
- 4.2 We may use your personal information to:
- a) respond to your enquiries or requests and provide you with our services; and
 - b) improve our services and better understand your needs.
- 4.3 We will not send you marketing or promotional material.

5. Disclosure of your Personal Information

- 5.1 Except with your specific consent, or otherwise permitted by law, Menuridae will only disclose your Personal Information as described in clause 5 of this Privacy Policy.
- 5.2 We may disclose your Personal Information to our employees, officers, insurers, professional advisers, agents, suppliers or contractors, but only insofar as reasonably necessary for the purposes set out in this Privacy Policy, or for us to carry on our business.
- 5.3 We may disclose your Personal Information where required by law, including:
- a) to comply with an act, regulation, court order, subpoena or warrant;
 - b) in the course of a legal proceeding; or
 - c) in response to a law enforcement agency request.
- 5.4 We may disclose your personal information where this is reasonably necessary to protect the integrity of our website, and to protect the legal rights, property or safety of Menuridae, our clients or third parties.
- 5.5 We may transfer your Personal Information in connection with a change of control in our business or a sale or transfer of business assets.
- 5.6 Where we disclose your Personal Information to third parties, we will:
- a) request that the third party follow this Privacy Policy in dealing with your Personal Information; or

- b) take reasonable measures to ensure that the third party has policies in place that provide a level of protection not less than that provided under this Privacy Policy.

6. Cross-border data transfers

From time to time, the Personal Information we collect may be stored, processed or transferred between parties (e.g. on servers) located in countries outside of Australia. In such cases, we will take reasonable measures to ensure that such overseas parties have policies in place that provide a level of protection not less than that provided under this Privacy Policy.

7. Links to third party websites

As a convenience to you, we may provide links to third-party websites from within our site. Links to third party websites do not constitute sponsorship, endorsement or approval of these websites. Menuridae is not responsible for the privacy practices or content of these third-party sites.

8. Technology and Privacy

8.1 Cookies

- a) We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. We do not use cookies to automatically retrieve Personal Information from your computer without your knowledge.
- b) Our website may use cookies to customise your visit, facilitate and enhance website communication and interaction, and for other purposes to make your visit more convenient or to enable us to enhance our service. We may also use cookies to help us manage and analyse website traffic and usage. In addition, when you visit our website, third party advertisers may use cookies to serve relevant ads through service providers such as Google AdWords, and these ads may appear on other websites you visit.
- c) You may stop or restrict the placement of cookies on your computer or flush them from your browser by adjusting your web browser preferences. This will not prevent you from using our services, but may mean you can no longer take full advantage of our website. If you delete your cookies, change browsers or use a different cookie, our cookie (or an opt-out cookie) may no longer work and you may have to reinput (or opt-out) again.

8.2 Automatically Collected Information

When you access our website, we may automatically record certain information from your system by using cookies and other types of tracking technologies. This automatically collected information may include Internet Protocol address, a unique user ID, system type, device type, device identifiers, browser types and language, referring and exit pages, the content and pages that you access on our

website, the number of clicks, the amount of time spent on pages, the dates and times that you visit our website, and other similar information. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

9. Accessing your personal information

- 9.1 If you would like a copy of the personal information we hold about you; or if you believe that any personal information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, and wish to have this corrected; please email your request to info@menuridae.com. (A small administrative fee may be payable.)
- 9.2 In accordance with Australian Privacy Principle 12, in certain circumstances, we may refuse to provide, or be prohibited from providing you with, the personal information we hold about you. We reserve the right to refuse your request in such circumstances.

10. Complaints

If you have any complaints about our privacy practices, please send details of your complaint to info@menuridae.com. We take privacy complaints very seriously and will make every effort to respond as soon as possible after receiving written notice of your complaint.

11. Changes to our Privacy Policy

Please be aware that this Privacy Policy is a living document. We may, from time to time and at our sole discretion, make changes and modifications to this Privacy Policy. All modifications will be effective immediately upon posting on our website. Your continued use of our website and services following the posting of any changes to this Privacy Policy means you accept such changes. Please check back from time to time and review our Privacy Policy to ensure that you are aware of our most current privacy practices.