

Infinite Exchange Privacy policy

1. *About this policy*

Version 1.0, October 2018.

- A. We are committed to protecting your privacy pursuant to the *Privacy Act 1988* which requires entities bound by the Australian Privacy Principles to have a privacy policy. This privacy policy outlines the personal information handling practices of Infinite Exchange.
- B. This policy is written in simple language. The specific legal obligations of Infinite Exchange when collecting and handling your personal information are outlined in the *Privacy Act 1988* and in particular in the Australian Privacy Principles found in that Act. We will update this privacy policy when our information handling practices change. Updates will be publicised on our website and through our email lists.

2. *Overview*

- A. We collect, hold and use personal information to carry out the functions or activities of a Digital Currency Exchange.
- B. These functions and activities include:
 - I. to enable you to open and operate an account;
 - II. to allow you to process payments and transactions;
 - III. to facilitate buying, selling and exchanging digital currency;
 - IV. to correspond with you;
 - V. providing customer service and support to our clients;
 - VI. compliance obligations under the *Anti-money Laundering and Counter Terrorism Financing Act 2008* ('AML/CTF Act') and the *Anti-Money Laundering and Counter Terrorism Financing Rules 2008*;
 - VII. handling complaints;
 - VIII. managing employee records.

3. *Collection of your personal information and how we use it*

- A. We try to only collect the information that we need for the particular function or activity we are carrying out.
- B. The main way we collect personal information about you is when you give it to us.
- C. The type of information we collect can be wide ranging, and can include name, address, phone number, driver's license, bank details, passport details, IP address, web logs, device information, digital currency account information and data relating to payment processing.

- D. Your information may be used to provide operational services, customer support services, technical support services and to improve our platform and therefore we may provide your information to an overseas related body corporate in China or Taiwan for that purpose.
- E. We will only disclose your information to an overseas entity if we believe that the information will be protected to our standards.
- F. We may use your information for the purposes of corresponding with you by email, sms or telephone.
- G. We may use your contact details to provide information about our services, or news we deem relevant unless you tell us not to.

4. *Cookies*

- A. Cookies are small data files which are transferred onto a users device or computer by websites which may contain records and can be used to enhance the functionality of a website.
- B. Our site may use cookies. Browsers usually allow you to decide whether to accept cookies on your device or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website.

5. *Email lists, registrations and feedback*

We will collect information that you provide to us when signing up to mailing lists or when submitting feedback on your experience with our website.

6. *What happens if do do not provide the requested information?*

We may not be able to provide our services to you if you do not provide us with all the information we request.

7. *Protection of your information*

- A. Your information is held on our servers in a secure datacenter in Australia which is operated by a 3rd party.
- B. For the safety of your information, we manage access to the data through private networks and control permissions and security levels.

8. *Disclosure of your information*

- A. We will never sell your personal information, and we will only keep you information as long as we are required to under our statutory obligations.

- B. We may disclose your information to 3rd party identity verification services, and use your information for statutory compliance obligations, which may require us to provide your information to Government agencies to protect our customers and combat fraud and illegal activity on our platform.
- C. We may provide your information to related entities, which are located overseas, for the purpose of our business operation, customer support and technical operations and in this event, we will take reasonable steps to ensure that your information is kept safe.

9. *How to verify and amend your information.*

- A. You have the right to request access to personal information that we hold about you, and request that we correct that personal information, under the Privacy Act (Australian Privacy Principles 12 and 13) You can ask for access or correction by contacting us in writing and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.
- B. We will request that you verify your identity before we give you access to your information or correct it. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.
- C. If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to. If we refuse to correct your personal information, you can ask us to associate with it (for example, attach or link) a statement that you believe the information is incorrect and why.

10. *Retention of personal information*

We are required to keep some personal information for up to 7 years, pursuant to Division 3 of the AML/CTF Act.

11. *Feedback and Complaints*

If you have any concerns about the way we hold your information, please submit a support request through the website. We expect to review complaints under our internal complaints review procedure, and respond to you within 30 days.

12. *How to contact us*

You can contact us using the following methods:

Contact:	The Privacy Officer
Email:	hugh.huang@infinitex.com.au
Telephone:	+61-2-80047831
Post:	PO Box 364 Chatswood NSW 2067