

## Privacy Statement Effective July 1st, 2014

This privacy statement describes how iHound Pty Ltd collects and uses the personal information you provide on our Web site or in the iHound GPS Matrix: [www.iHound.com.au](http://www.iHound.com.au) and [rover.ihound.com.au](http://rover.ihound.com.au) and all associated domain names and products including but not limited to "Protectaride". It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

If you have questions or concerns regarding this statement, you should first contact [support@ihound.com.au](mailto:support@ihound.com.au). If you do not receive acknowledgement of your inquiry or your inquiry has not been satisfactorily addressed, you should contact our Australian Head Office on 1800 814 423.

### Collection and Use of Personal Information

We collect the following personal information from you

- Contact Information such as name, email address, mailing address, phone number
- Billing Information such as credit card number, and billing address
- Unique Identifiers such as user name, account number, password

As it is true of most Web sites, we automatically gather information about your computer such as your IP address, browser type, referring/exit pages, and operating system.

When we collect information by means of you voluntarily submitting it to us, we will notify you as to why we are asking for it and how it will be used. Set out in this Policy are some of the circumstances when we might collect personal data and what it may be used for.

We require customers who register to use the services offered on our Site (collectively, the "Service") to give us an email address, and upon subscribing, financial information such as billing name and credit card number.

We use this information to

- Fulfil your order
- Send you an order confirmation
- Assess the needs of your business to determine suitable products
- Send you requested product or service information
- Send product updates or warranty information
- Respond to customer service requests
- Administer your account
- Respond to your questions and concerns

### Choice/Opt-Out

Customers can opt out of being contacted by us, or receiving such information from us, by following the opt out instructions located in the e-mails we may send you, by changing your privacy settings in the Service, or by [contacting us](#) at any time.

iHound Pty Ltd reserves the right to send its existing customers certain communications relating to the Service as part of our commercial relationship with you, such as service announcements and administrative messages without offering the opportunity to opt out of receiving them. If you do not wish to receive them, you have the option to cancel your account by logging in to your iHound account, accessing the Account Admin menu, and clicking the Cancel Account link.

### Testimonials

We post customer testimonials on our web site which may contain personally identifiable information such as the customer's name. We do obtain the customer's consent prior to posting the testimonial to

post their name along with their testimonial. If you want to remove your personal information that is being displayed on our website under public pages please send your request to [support@iHound.com.au](mailto:support@iHound.com.au)

### **Information Sharing**

Except as we explicitly state at the time we request information, or as provided for in the IHound website or as provided herein, we do not disclose to third parties the information provided. All financial and billing information that we collect through the Site is used solely to check the qualifications of prospective customers and to bill for the Service. This billing information is not used by IHound for marketing or promotional purposes. We do not sell your personal information to third parties.

IHound uses a third-party intermediary to manage the credit card processing. This intermediary is solely a link in the distribution chain and is not permitted to store, retain or use the information provided, except for the sole purpose of credit card processing. Other third parties, such as content providers, may provide content on the Site but they are not permitted to collect any information nor does iHound Pty Ltd share user information with these parties.

### **Third Party E-Commerce Solutions Provider**

Our shopping cart is hosted by our e-commerce solutions provider. They host our ordering system, and collect your billing information directly from you for the purpose of processing your order. This company does not use this information for any other purpose.

### **Cookies and Other Tracking Technologies**

We may use cookies, for example, to keep track of your preferences and profile information. Cookies are also used to collect general usage and volume statistical information that does not include personal information.

We use another company to place cookies on your computer to collect non-personally identifiable information to compile aggregated statistics for us about visitors to our site. If you would like further information concerning this please see “[Google Analytics Cookies](#)”

### **Links to Other Web Sites**

Our Site includes links to other Web sites whose privacy practices may differ from those of IHound Pty Ltd. If you submit personal information to any of those sites, your information is governed by their privacy statements. We encourage you to carefully read the privacy statement of any Web site you visit.

### **Widgets**

Our Web site includes Widgets, which are interactive mini-programs that run on our site to provide specific services from another company (e.g. displaying the news, opinions, music, etc). Personal information, such as your email address, may be collected through the Widget. Cookies may also be set by the Widget to enable it to function properly. Information collected by this Widget is governed by the privacy policy of the company that created it.

### **Security**

When we collect personal information directly from you, we follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore we cannot guarantee its absolute security. If you have any questions about security on our Web site, you can contact us at [support@iHound.com.au](mailto:support@iHound.com.au)

In order to make a purchase from us, you must use our shopping cart provider to finalise and pay for your order. Its privacy statement and security practices will also apply to your information. We encourage you to read that privacy statement before providing your information.

### **Opt-Out Policy**

IHound Pty Ltd offers its visitors and customers a means to choose how we may use information provided. Any time after registering for information or ordering the Service, you may change your

mind about receiving information from us or about sharing your information with third parties. You may notify us of your change in preference using the Personal Settings menu within the application, or by sending an email to [support@iHound.com.au](mailto:support@iHound.com.au)

#### **Updating/Accessing/Amending/Correcting Personally Identifiable Information**

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, amend, delete/remove or deactivate it by making the change on our member information page or by emailing our Customer Support at [support@iHound.com.au](mailto:support@iHound.com.au) or by contacting us by telephone or postal mail at the contact within this website. We will respond to your request to access within 5 days.

#### **Notification of Privacy Statement Changes**

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

#### **Exceptions**

Note that this policy contains several important exceptions, most notably the exception involving use of information to identify and/or pursue persons who are under criminal investigation or who damage, or may damage, our information or other resources. Please read the entire privacy policy to be sure that you understand these exceptions.

#### **Your Consent**

By using our Web site and products including but not limited to the iHound GPS Matrix, you consent to the collection and use of your information by iHound Pty Ltd as described herein.