

PRIVACY POLICY

NEXTDC Limited and its subsidiaries (ACN 143 582 521)



General

NEXTDC Limited and its subsidiaries (referred to in this policy as we, us, or our) recognise that your privacy is very important and are committed to protecting the Personal Information we collect from you. The Privacy Act 1988 (Cth), the Australian Privacy Principles (Privacy Law), Malaysia Personal Data Protection Act (PDPA), and to the extent where it is applicable, the European Union's General Data Protection Regulations (GDPR), governs how we manage your Personal Information. This policy outlines how we collect, use, disclose and otherwise manage your Personal Information.

NEXTDC may amend this Privacy Policy at any time, at our discretion, without notifying to you. Please check our Privacy Policy for future updates.

Definition

What is Personal Information?

In this Privacy Policy, Personal Information has the meaning set out in the Privacy Law; Personal Information is information or an opinion about an individual who is reasonably identifiable from that information. Examples of Personal Information we may collect include contact details (for example names, addresses, email addresses, telephone numbers), location data, and online identifiers.

Use and collection

We may collect, hold and use your Personal Information.

Purpose of collection

The Personal Information we collect and hold about you, and how we use that Personal Information will depend on the circumstances. Generally, we will collect, use, disclose and otherwise manage or hold your Personal Information for the purposes of:

- providing services to you or one of your associates;
- providing you with information about issues that might affect you;
- permitting access to one of our data centres to ensure the security of the facility;
- logging your interaction with a NEXTDC application or service;
- issuing tax invoices for the products or services we may provide to you from time to time;
- providing you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
- facilitating our internal business operations and the fulfilment of any legal requirements; and
- analysing our services and customer needs to develop new or improved services.

Method of collection

Personal Information will generally be collected directly from you using any of our standard forms, when you interact with a NEXTDC application or service, via email, competition entries, customer satisfaction surveys, a telephone conversation with you, or at the front office when entering a NEXTDC data centre. For example, when you visit one of our sites, we may require you to provide us with certain biometric information, such as a fingerprint scan in order to access the biometric locks within the data centre. Where reasonable and practical, no Personal Information is collected without your consent (refer to the 'disclosure and consent' section below).

There may, however, be some instances where Personal Information about you is collected indirectly because it is unreasonable or impractical to collect directly from you. You will be notified about these instances in advance, or where that is not possible, as soon as it is reasonably practicable after the Personal Information has been collected.

Failure to provide information

If the Personal Information you provide to us is incomplete or inaccurate, we may be unable to provide you or one of your associates with the services you or they are seeking.

Disclosure

We may disclose your Personal Information:

- to service providers, who assist us in operating our business or facilitate the provision of the services to you, and these service providers may not be required to comply with our Privacy Policy;
- to third parties where required or authorised by law to disclose Personal Information;
- to our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions; and
- to any other person and for any other purpose where you provide us with your consent to do so.

User consent

By providing your Personal Information via the collection methods described above, using our services, websites or NEXTDC online portals, you consent to us collecting, using, disclosing and otherwise managing or holding the Personal Information collected for the purposes described in this Privacy Policy. Where required, we will supplement this consent with a more specific statement when we specifically obtain the Personal Information from you.

Transborder data flow

In view of the global nature of NEXTDC's business and services, your Personal Information may be transferred to overseas locations (including, but not limited to, the United States of America) for the purposes identified above, for data processing and storage by third parties or for the purposes of NEXTDC obtaining other services from third parties

Cookies and other tracking technologies

Our website uses cookies, web beacons, and similar technologies (including code provided by third parties such as HubSpot) to track visitors and gather demographic information. The main purpose of cookies is to identify users and to prepare customised web pages and promotions based on a user's interests and pages visited. Cookies do not identify you or use your Personal Information, but they may link back to a database record about you. We use cookies to monitor the usage of our websites and portals ("Sites") and optimise them by creating a record of when you visit them, and what pages you view so that we may serve your content more effectively. We are not responsible for the privacy practices of linked websites not owned and controlled by NEXTDC.

NEXTDC uses Google Analytics to drive website analysis. We use this third-party service to monitor and evaluate the use of our Sites such as browser usage, new visitor numbers and response to marketing activities to improve user experience. In using this service, we do not provide any information that personally identifies you. You can opt out of the use of Google Analytics cookies by visiting the Google Analytics site at <https://analytics.google.com/web/> or by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of our Sites or the services we offer.

We may collect Personal Information about you when you access a NEXTDC application or service on the Site. For example, we may collect information on the software and hardware attributes of the device you use to access the application or Site, your IP address, regional and language settings, and domain names, as well as other network identifiers relevant to the type of services you are accessing or have asked us to provide.

Information Security

We store your Personal Information in different ways, including in paper and electronic forms. The security of your Personal Information is imperative to us. We will take reasonable security measures to ensure that your Personal Information is stored safely to protect from misuse, loss, unauthorised access, modification or disclosure.

We will only keep your Personal Information for as long as reasonably necessary for the purpose for which it was collected, used and/or disclosed as part of providing our services to you. We will then take reasonable steps to destroy and / or de-identify the Personal Information, unless it is required to be retained by law or a court / tribunal order

Your rights

Access and Correction

Any person may seek to access, update, delete or correct the Personal Information which NEXTDC holds about that person. NEXTDC will provide access to that Personal Information in accordance with the Privacy Laws it is subject to.

We will take reasonable steps to ensure that the Personal Information we collect, use or disclose is accurate, up to date, complete and relevant. Please note that it is your responsibility to ensure that any Personal Information that you have entered in a NEXTDC application (such as ONEDC®) relating to yourself or someone you are associated with is kept up to date. You may access the Personal Information we hold about you or request that we update, complete or correct information we hold about you by contacting us via the Feedback section below. The access will be provided in a reasonable time frame, having regard to the nature and timing of your enquiry.

We may decline a request for access to Personal Information in circumstances prescribed by the Privacy Law. We reserve the right to confirm the identity of the person seeking access or correction to Personal Information before we comply with the request.

Opt-out

If you no longer wish to receive communications from us, please contact us via the Feedback section below. We may ask you what type of communication you wish to be opted-out from. You should be aware that opting out may have an impact on our ability to continue providing services to you or the business with whom you are associated.

Data breach notification

The Privacy Amendment (Notifiable Data Breaches) mandates all entities covered by the Australian Privacy Principles (APPs) to have clear obligations to report eligible data breaches (as defined by the Privacy Act 1998 (Act)). If NEXTDC experiences an eligible data breach as defined by the Privacy Act 1998 (Act), NEXTDC will make the required notification in accordance with the Act.

Feedback

If you have any queries, concerns or complaints about your Personal Information, our Privacy Policy or the way we handle your Personal Information, please contact NEXTDC's Privacy Office at:

Address: GPO Box 3219, Brisbane QLD 4001
Telephone: +61 7 3177 4777
Email address: privacy@nextdc.com