

## PRIVACY POLICY

### Overview

1. **General:** Signal Corporation Limited (**we/us/our**) acknowledges and respects the privacy of individuals. This policy (**Privacy Policy**) sets out:
  - 1.1 how our services may be used;
  - 1.2 how we collect, use, manage and protect personal information;
  - 1.3 your rights in relation to any of your personal data that we hold; and
  - 1.4 how to contact us.

### HOW OUR SERVICES MAY BE USED

2. **Our Services:** We are in the business of dealing with public safety incidents for the safety of the public. We do this through a SaaS enabled platform and a strict set of terms of use that our service users must accept before accessing the Signal services.
3. **Restrictions:** We restrict the use of our Signal services in a way that respects the privacy and rights of others. In particular, users must comply with, all applicable laws, rules and regulations. Without limitation, this includes a prohibition on using the Signal services:
  - 3.1 in a way that violates the privacy, rights or civil liberties of any person (including in a way that prevents the exercise of them);
  - 3.2 for any unlawful purpose, including in the United States of America, surveillance of persons engaged in constitutionally protected activities; and
  - 3.3 to collect personal information about third parties other than as part of the users' legitimate use of the Signal services, including without limitation, e-mail addresses.

### OUR COLLECTION OF PERSONAL INFORMATION

#### *General*

4. **Privacy Act 1993 and GDPR:** We comply with the [New Zealand Privacy Act 1993](#) and the [Information Privacy Principles and for individuals based in the European Union, the European Union General Data Protection Regulation \(GDPR\)](#)
5. **Subject to Change:** This Privacy Policy is subject to change. Any changes will be effective when a notice of the change is posted on [www.getsignal.info/privacy](http://www.getsignal.info/privacy). Please check this Privacy Policy periodically so that you are aware of any changes.

#### *What information do we collect and hold?*

6. **Collection of Information:** We may collect and hold personal information:
  - 6.1 **Customer information:** provided when you (in your own right or on behalf of the service user organisation for whom you are acting) sign up to the Signal service and as you use the Signal service and our sites. Examples of Customer Information we may collect and hold includes, without limitation:
    - 6.1.1 your name, address, email address and IP address; and

6.1.2 a log of your interaction with the Signal service and our sites.

6.2 **Prospective users:** When you elect to schedule a demo or trial of Signal service we collect your personal information, including your name, company name, email address, phone number, industry category, time zone, and your use of the Signal services during your demo or trial.

6.3 **Inadvertent and unavoidable collection:** Signal service users may use Signal services in such a way that the personal information of other persons is collected through the Signal Services (**Third Party Personal Information**).

In such situations we are strictly a data processor, and for that reason the relevant user organisation is responsible for making sure it has the appropriate permission for Signal to collect and process the personal information as its service users direct. Please see Part B below which outlines Signal user organisation's obligations in this regard.

7. This information is usually collected directly from you but occasionally, where it is unreasonable or impractical to do so, or where it is collected as part of the Signal service as directed by users (as noted above), it may be provided by third party service providers or obtained from publicly available sources. You may choose not to provide any personal information to us, however as a result we may not be able to provide services to you (or the service user organisation for whom you are acting).

#### ***How do we use personal information?***

8. **Provide services:** We may use the personal information that we gather so that we can:

8.1 administer service user accounts;

8.2 invoice and charge for the services;

8.3 defend or enforce any legal claim against us;

8.4 deliver the Signal services; and

8.5 analyse Signal service user behaviour, preferences and intentions for the purpose of:

8.5.1 determining Signal service developments;

8.5.2 delivering a statistical result for the purposes of general announcements;

8.5.3 helping Signal to understanding its market position;

8.5.4 ensuring the security of the Signal's services; and

8.5.5 combating and preventing breaches of our service agreements and this privacy policy.

9. **Direct marketing:** We may use the personal information that we gather for direct marketing purposes, such as sending you offers or information on our services, where we have a strong reason to assume such an offer may be of interest to you (or the organisation for whom you work). You can opt out of receiving marketing materials by writing to us at the below address or following any instructions to unsubscribe in one of our marketing emails.

### ***Legal basis***

10. **Legitimate interests:** We process personal information to carry out the legitimate interests pursued by our business, including (without limitation) (i) to deliver the Signal services or information to our service users, (ii) to assist you (or the service user organisation for whom you are acting) with matters relating to the Signal services, (iii) to improve, and better understand your preferences (iv) to notify you of any change to the Signal service, and (v) to fulfill our legal, contractual and regulatory obligations.
11. **Data processing function:** In respect of Third Party Personal Information processed through the Signal service at the director of service users we are solely a data processor. The relevant service user organisation is responsible for determining the legal basis upon which that Third Party Personal Information is processed. Please see Part B below which outlines the service user organisations obligations in this regard.

### ***How do we disclose personal information?***

12. **Third party providers:** We may use other companies and individuals to perform services on our behalf, or otherwise in connection with the Signal services. They may have access to your personal information as needed to perform and provide these services or otherwise obtain the benefit of the Signal services (as applicable), but we will not authorise them to use your personal information for any purpose that is inconsistent with this Privacy Policy.
13. **Disclosure to third parties:** We may disclose personal information:
  - 13.1 to meet the purpose for which it was gathered;
  - 13.2 for the purpose of processing and delivering a service related request;
  - 13.3 if we are required or authorised by law to disclose the information;
  - 13.4 if we are required to disclose the information under any agreement or arrangements we have with our third party providers or service users;
  - 13.5 to protect and defend our rights or property and those of our third party providers (and, where applicable, their end users); and
  - 13.6 to protect the safety of users of the Signal service or services provided by our third party providers, or the public.
14. **Law enforcement:** We may preserve or disclose your personal information if we believe that it is reasonably necessary to comply with any law, regulation, legal process or governmental request or to address fraud, security or technical issues. However, nothing in this Privacy Policy is intended to limit any legal defenses or objections that you may have to a third party's (including any Governmental) request to disclose your information.
15. **Affiliates:** We may disclose this information to our affiliated companies and to any prospective purchasers of us or a substantial portion of our assets.

### ***Trans-border personal information transfers***

16. Signal is located in New Zealand, so personal information may be transferred and /or stored there. In respect of our responsibilities under the GDPR, the appropriate safeguard in place for such a transfer is the existence of an adequacy decision under Article 45 of the GDPR.

17. Some limited personal information may be provided to our third party service providers (located in countries outside the EU). We will use reasonable efforts to obtain assurances from any third parties that they will safeguard personal information consistent with this Privacy Policy.

#### ***Retention and deletion of personal information***

18. We retain personal information for as long as the user organisation associated linked with the personal information is active. We take steps to regularly destroy personal information, however we may:
  - 18.1 in some cases, retain a copy of personal information to comply with our legal obligations, resolve disputes, enforce our agreements and to comply with our trust and safety obligations. Personal information retained for this purposes will be archived and stored in a secure manner after the relevant user organisation has stopped using Signal services, and will not be accessed unless required for any of these reasons; and
  - 18.2 retain personal information in an aggregated, de-identified or otherwise anonymous form, such that there is no reliable way of identifying a person from the information.

#### ***Your privacy rights***

19. **Accuracy:** We will take reasonable steps to ensure that the personal information we collect is accurate, complete and up-to-date.
20. **Your rights:** You can request:
  - 20.1 access to and correction of any personal information;
  - 20.2 that we delete your personal information,
  - 20.3 that we restrict the processing of any or all of your personal information; and
  - 20.4 the porting of any or all your personal information to another organisation,at any time. Any such requests should be made directly by contacting us (see below for details).
21. **Complaints:** You may also lodge a complaint regarding our personal information processing activities as they relate to your personal information with your relevant privacy law supervisory authority.
22. **Our response:** We will respond to any request made in respect of the above in accordance with the applicable Data Protection Laws where you are resident. Please note that there are some exceptions to your right to gain access to your information, including (but not limited to) where:
  - 22.1 providing access would have an unreasonable impact upon the privacy of other individuals;
  - 22.2 the request for access is frivolous or vexatious;
  - 22.3 the information relates to existing or anticipated legal proceedings between you and us, and the information would not be accessible by the process of discovery in those proceedings; or

22.4 providing access would be unlawful.

#### ***Clickstream data***

23. **Automated collection:** Each time you visit our sites or use our services our server collects some anonymous information, known as click-stream data, including the type of browser and system you are using; the address of the site you have come from and move to after your visit; the date and time of your visit; and your IP address.
24. **Aggregate data:** We may collect this information for statistical purposes to find out how our sites and Signal service is used and navigated, including the number of hits, the frequency and duration of visits, most popular session times. We may use this information to evaluate and improve our sites and service performance or to identify individuals whom may threaten the security or integrity of our sites or the Signal service.
25. **Law Enforcement:** We may disclose your IP address to law enforcement authorities if requested by the authorities to do so or if directed to do so by the courts.

#### ***Cookies***

26. **Cookies:** A cookie is a piece of information that our web server may send to your machine when you visit our sites. The cookie is stored on your machine, but does not identify you or give us any information about your computer.
27. **Use of Cookies:** A cookie helps us to recognise you when you re-visit our sites and to co-ordinate your access to different pages on our sites. We use cookies to learn more about the way you interact with our content and help us improve your experience of using our sites.
28. **Disabling cookies:** With most internet browsers, you can erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored. If you want to do this, refer to your browser instructions or help screen to learn more. If you reject the use of cookies, you will still be able to access our sites but please note that some of its functions may not work as well as if cookies were enabled.

#### ***Links to other sites***

29. **Third party links:** We may provide links on our sites to other sites. If you use these links, you will leave our sites and we are not responsible for any third party sites, their content or their usage of your personal information. We advise that you check the terms and conditions of use, the privacy policies and any other guidelines for access and use on those sites as they will apply to your access and use of those sites and any services and information contained on such sites.

#### ***Information validation and security review***

30. **Validation:** You authorise us to use and disclose your personal information for the purposes of validating the information you provide to us in the course of signing up to and using our sites and the Signal services.
31. **Transmission:** We take reasonable measures to protect all personal information stored within our database. However, the transmission of information using the Internet is not completely secure. We therefore cannot guarantee the security of data transmitted to our site (or via our services) and any transmission is at your own risk.

#### **HOW TO CONTACT US**

32. **Further Information:** Please contact us if you:

- 32.1 wish to discuss any privacy issues;
  - 32.2 wish to raise any objections to the way in which we deal with your personal information;
  - 32.3 have any concerns regarding your personal information
  - 32.4 do not wish to receive any future communications from us.
33. **By using our sites and/or providing your personal information to us, you are consenting to the collection, holding, use and disclosure of that information as set out in this Privacy Policy.**

Signal Corporation Limited  
Level 2, 93 Boulcott Street  
Wellington 6011

[info@signalpublicsafety.com](mailto:info@signalpublicsafety.com)

#### **Part B: Service user organisations responsibilities**

1. As a Signal service user organisation you acknowledge and agree that, in respect of Third Party Personal Information that you direct Signal to process through our services, you are acting as a data controller and Signal is acting as data processor.
2. By using Signal services to process Third Party Personal Information, you agree that you:
  - 2.1 **Comply with all data protection laws:** will comply with your obligations under all applicable privacy laws;
  - 2.2 **Lawful basis:** have a lawful basis under all applicable privacy laws, for Signal to process Third Party Personal Information through the service as you direct;
  - 2.3 **Notice:** must notify us without undue delay if you no longer have a lawful basis for processing Third Party Personal Information. This shall include any withdrawal of consent, or objection received by you to whom the Third Party Personal Information relates;
  - 2.4 **Security breach:** upon becoming aware of a breach, or suspected breach, of your security safeguards in respect of any Third Party Personal Information, must notify us without undue delay and shall provide timely information relating to the security incident as it becomes known or as is reasonably requested by us;
  - 2.5 **Sensitive data:** will not direct us to process any “sensitive data” (as that term is defined in the GDPR) through the Signal service;
  - 2.6 **Secure use of the service:** are responsible for your secure use of the Signal service, including securing your account credentials;
  - 2.7 **Evaluation of the service:** are responsible for reviewing the information made available by Signal relating to security and making an independent determination as to whether the Signal service meets your requirements and legal obligations under data protection laws; and

- 2.8 **Updates to service agreements and privacy policy:** acknowledge that the Signal service is subject to technical progress and development and that Signal may update or modify its service agreements and this Privacy Policy from time to time, and you agree to review the latest version of the those from time to time.