

Privacy Policy

Privacy Policy when using Knowhow Manager

Printed at 2021-03-15 09:20:38 +1300

Last Edited 2021-03-15 09:19:56 +1300

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1. Overview

Privacy Policy

All information collected through or in connection with Knowhow Manager® (“KM”) is controlled, stored and held by KNOWHOW SOLUTIONS Ltd or its cloud service provider(s) in accordance with the Privacy Act 1993.

This Privacy Policy covers Knowhow Solutions Limited’s (“we”, “our” or “us”) use of personal information which is collected through Knowhow Solution's Knowhow Manager® Web Application, including any associated: (a) software or website components; (b) media, printed materials, online or electronic documentation; and (c) data, information or content (collectively, the “Services”). By accessing or using the Services, you (“you” or “your”) are deemed to have agreed to this Privacy Policy. Except as expressly set out in this Privacy Policy, capitalised terms used in this Privacy Policy have the same meaning as set out in the Terms.

There are many different ways you can use the Services – to search for and share information, to communicate with other people or to create new content. As you use the Services, we want you to be clear how we are using information and the ways in which you can protect your privacy. Your privacy matters to us so please do take the time to get to know our practices – and if you have any questions contact us at info@knowhowmanagers.com

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

If you’re not familiar with terms like cookies, IP addresses, pixel tags and browsers, then read about these key terms first.

2. Information Collected

Information we collect

We can collect information to provide better services to all of our users – from figuring out basic stuff like which language you speak, to more complex things like, the people who matter most

to you online.

We collect information in the following ways:

- **Information you give us.**
 - For example, our services require you to sign up for Knowhow Manager® User Accounts. When you do, we'll ask for personal information, like your name, email address, company contact names, telephone numbers (but not credit card details, as we invoice your company outside of KM).
 - If you want to take full advantage of the sharing features we offer, we might also ask you to create a publicly visible Profile, which may include your name and photo
- **Information we get from your use of our services.**
 - We collect information about the services that you use and how you use them to interact with our and your content.



3. Types of Information

Information we get from your use of our services.

Device information

We collect device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number). We may associate your device identifiers or phone number with your Knowhow Manager® User Account.

Log information

When you use our services we automatically collect and store certain information in server logs. This can include:

The details of how you used our service, such as your search queries.

- The date of and duration of usage,
- Internet protocol address.
- Device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.

Location information

When you use Knowhow Manager Services, we may collect and process information about your actual location. We could use various technologies to determine location, including IP address,

GPS, and other sensors that may, for example, provide Knowhow Solutions with information on nearby devices, Wi-Fi access points and cell towers when you are using KM via your mobile browser.

Unique application numbers

This number and information about your installation (for example, the operating system type and application version number) may be sent to Knowhow Solutions when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.


Local storage

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

Cookies and similar technologies

We and our partners use various technologies to collect and store information when you use our service, and this may include using cookies or similar technologies to identify your browser or device. We also use these technologies to collect and store information when you interact with services.

Information we collect when you are signed in to Knowhow Manager®, in addition to information, we obtain about you from partners, may be associated with your Account. When information is associated with your Knowhow Manager® Account, we treat it as personal information.

 *For more information about how you can access, manage or delete information that is associated with your Knowhow Manager® Account, visit the Transparency and choice section of this policy.*

4. How We Use Information

How We Use Information

We use the information we collect from all of our services to provide, maintain, protect and improve them, to develop new ones, and to protect Knowhow Manager® and our users. We also use this information to offer you tailored content.

We may use the name you provide for your Knowhow Manager® Profile across all of the services we offer that require a Knowhow Manager® User Account. In addition, we may replace past names associated with your Knowhow Manager® User Account so that you are represented consistently across all our services. If other users already have your email or other information that identifies you, we may show them your publicly visible Knowhow Manager® Profile information, such as your name and photo.

If you have a Knowhow Manager® Account, we may display your Profile name, Profile photo, and actions you take on Knowhow Manager® or on third-party applications connected to your Knowhow Manager® Account in our services. We will respect the choices you make to limit

sharing or visibility settings in your Knowhow Manager® Account.

When you contact Knowhow Solutions, we keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We may use information collected from cookies and other technologies, like pixel tags, to improve your user experience and the overall quality of our services.

We may combine personal information from one service with information, including personal information, from other Knowhow Solutions services – for example, to make it easier to share things with people you know.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

Knowhow Manager® processes personal information on our servers in many countries around the world.

We may process your personal information on a server located outside the country where you live.

5. Transparency and Choice

Transparency and Choice

People have different privacy concerns. Our goal is to be clear about what information we collect so that you can make meaningful choices about how it is used. For example, you can:

- Review and control certain types of information tied to your Knowhow Manager® Account.
- View and edit your preferences about Knowhow Manager® and adjust how the Profile associated with your Knowhow Manager® Account appears to others.
- Control who you share information with through your Knowhow Manager® Account.
- Choose whether your Profile name and Profile photo appear in shared endorsements that might appear in ads.
- You may also set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. However, it's important to remember that our services may not function properly if your cookies are disabled.

Information you share

Some of our service lets you share information with others. Our service may provide you with different options for sharing and removing your content.

Accessing and updating your personal information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes.

We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

6. Information we Share

Information We Share

We do not share personal information with companies, organizations and individuals outside of Knowhow Manager® unless one of the following circumstances applies:

With your consent

We will share personal information with companies, organizations or individuals outside of Knowhow Manager® when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

With Administrators

Your Knowhow Manager® Account is managed by an administrator. Your administrator will have and resellers who provide user support to your organization may have access to your Knowhow Manager® Account information (including your email and other data). Your administrator may be able to:

- View statistics regarding your account, like statistics regarding applications you have linked to KM.
- Change your account password
- Suspend or terminate your account access
- Access or retain information stored as part of your account
- Receive your account information in order to satisfy applicable law, regulation, legal process or enforceable governmental request
- Restrict your ability to delete or edit information or privacy settings.

For External Processing

We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

For Legal Reasons

We will share personal information with companies, organizations or individuals outside of Knowhow Manager® if we have a good faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of Knowhow Manager®, our users or the public as required or permitted by law.

We may share non-personally identifiable information publicly and with our partners – like

publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our services.

If Knowhow Manager® is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

Further information on phrases used in this document:

"Credit card": Whilst we currently don't ask for a credit card during sign up, we may require this information for future releases of Knowhow Manager® or related services.

"We may share aggregated, non-personally identifiable information publicly": When lots of people start searching for something, it can provide very useful information about particular trends at that time.

7. Information Security

Information Security

We work hard to protect Knowhow Manager® and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services using SSL.
 - We offer you two step verification (where roles warrant) when you access your Knowhow Manager® Account.
 - We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
 - We restrict access to personal information to Knowhow Manager® employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.
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8. Compliance & Cooperation

When this Privacy Policy applies

Our Privacy Policy applies to all of the services offered by Knowhow Manager® and its affiliates but excludes services that have separate privacy policies that do not incorporate this Privacy Policy.

We do not control the practices of content providers, advertisers, partners and other third parties connected with the Services and to whom you provide personal data whilst using the Services.

The Services may contain links to other sites, which may not follow the same privacy policies

that we adopt. We recommend that you check any relevant privacy policies before providing your personal data to any third party.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any privacy policy changes. We will also keep prior versions of this Privacy Policy in an archive.

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