

# Privacy Policy

This Privacy Policy applies to your use of and subscription to the services of Exchange Speed Pty Ltd ('us', 'we', 'our') and its websites. By using our services, you agree to this Privacy Policy which constitutes an agreement between you and us.

## PRIVACY

When you provide personal information to us, you agree to the terms of our Privacy Policy.

We collect information from you when you register on our site, place an order, subscribe to our communication services, or fill out a form. We collect your personal information such as your address, contact details, and payment details. When you place an order, we will provide a securely encrypted connection and utilise a check-out form provided by our payment provider, Stripe Inc.

You can update your personal information by contacting us, or request that your personal information be removed from our records.

By subscribing to our services, you agree that information collected by us may be used or shared with third parties under a non-disclosure agreement (NDA). This is intended to protect your information under our best discretion as it is shared with business partners. We do not intend to share this information publicly or with marketing agencies.

Your personal information may be used to:

- Verify your identity when we are speaking with you;
- Assist you to subscribe to your services and products;
- Administer and manage our services, including charging and billing;
- Research and develop our services; and
- Promote and market services and products to you.

If some or all of the personal information we require is not collected, we may be unable to provide you with the services you require.

Only authorised employees of Exchange Speed have access to any information you provide. We may turn over any pertinent information to any legal or regulatory authority that has a demonstrable right and takes the proper steps to access it. We may also, if necessary, provide your personal information to our lawyers, accountants, auditors and other third parties (such as, but not limited to, IT providers) who provide services to us or act on our behalf, for the purposes of giving effect to the services you request from us, to improve support and provide a better, more relevant experience for you, or as necessary to conduct our business.

Where your personal information is disclosed, it is provided by secure, encrypted email to reputable third parties and we will ensure that the information is to be held, used or disclosed consistent with the Australian Privacy Principles.

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## SECURITY POLICY AND OUR SERVICES

When purchasing from us, your financial details are passed through a secure server using the latest 128-bit SSL (Secure Sockets Layer) encryption technology. 128-bit SSL encryption is the industry standard, however does not warrant or represent that it provides a totally secure online service. If you have any questions regarding our security policy, please contact our customer services team at [support@exchangespeed.com](mailto:support@exchangespeed.com).

## THIRD PARTY LINKS

Links on [exchangespeed.com](http://exchangespeed.com), or our related websites and services may take you to a third-party site. These sites may not be affiliated with Exchange Speed and may have a different Privacy Policy, level of security and Terms and Conditions, and we are not liable for any losses or damage resulting from you accessing such links.

## SOCIAL MEDIA AND ONLINE CONTENT

Exchange Speed reserves the right to delete, hide, or block comments on its social media and online platforms which it considers to be false, offensive, discriminatory, defamatory, or in any other way inappropriate. Exchange Speed will take any other necessary action in order to protect itself, including termination of subscriptions, where subscribers are found to be in breach of the Terms and Conditions or Privacy Policy.

## Changes to the Privacy Policy

We may change all or part of the Privacy Policy at any time. If we do, the new Privacy Policy will be posted on our websites. Your subsequent or continued use of our websites and/or receipt of our emails will constitute your acceptance of any changes. If you object to any changes to the Privacy Policy, your only remedy is to discontinue your use of the website or cancel your subscription with us. We recommend that you periodically refer to the Privacy Policy and stay up to date.

If you have any queries relating to the Privacy Policy please email [support@exchangespeed.com](mailto:support@exchangespeed.com).

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