

Geoscape Australia Privacy Policy

Overview

Geoscape Australia provides geospatial, address and related data products and services.

Your privacy is important to us and we are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**), which includes the Australian Privacy Principles (**APPs**) and any related privacy codes.

This Policy outlines how we collect, hold, use and disclose your personal information and lets you know how you can access or correct that information.

Most Geoscape products do not contain personal information, and most of our services do not require personal information to be provided. We take reasonable steps to avoid including or collecting personal information where it is not required. However, we may handle personal information in connection with some products and services, our relationships with customers and other organisations, our websites and business activities, and our employment and recruitment activities.

We may collect personal information directly from you or from customers, data suppliers, service providers and other third parties. In some cases, we provide services that process personal information on behalf of, or at the request of, our customers.

Please read this Policy carefully and contact us using the details below if you have questions.

This Policy covers both PSMA Australia Limited ACN 089 912 710 trading as Geoscape Australia and PSMA Distribution Pty Limited ACN 131 984 800 (together “**Geoscape**”, the “**Geoscape Group**” or “**we**”).

What kinds of personal information do we collect and hold?

The type of personal information we collect and hold depends on the circumstances of its collection, the nature of your dealings with us and the products or services involved.

If you work for or represent a business or organisation that uses, or is considering using, our products or services, this information may include:

- your name and role;
- your contact information, such as your physical address, email address and telephone number;
- account, subscription, transaction, billing and payment information;
- information about your use of our products and services;
- device, browser and network information, including device identifiers, IP addresses and standard log information; and
- information contained in communications between you and us.

In connection with some products and services, our customers may provide us with personal information for processing or validation. This may include contact information, such as an email address or phone number, and information generated through the relevant service.

If you apply for employment or engagement with Geoscape, we may collect:

- your name, address and contact details;
- your employment history, qualifications, skills and experience;
- your curriculum vitae, application, interview information and references;

- business registration, billing and payment information, where relevant;
- information about your right to work and any checks reasonably required for the role;
- information you provide to us during the recruitment process; and
- information generated or provided through recruitment platforms and tools we use.

If you otherwise interact with us, we may collect information when you contact us, use our websites and online services, or interact with our social media accounts. This may include:

- IP addresses, page views, acquisition sources, search queries, browsing activity and use of product features;
- account-related usage information where you use an authenticated service;
- information about your interactions with our forms, emails and marketing communications; and
- information collected through cookies and similar technologies.

We use this information to operate, secure, understand and improve our websites, products, services and customer experience. We may use third-party analytics and marketing technologies to assist with these activities. These technologies may link information about your use of our websites and online services to your account or other information you have provided to us, including information submitted through online forms or collected when you interact with our communications.

We may use this information to analyse product and website use, investigate technical issues, understand your interests, tailor our communications and measure or support marketing campaigns. Information collected through these technologies may be disclosed to or processed by our service providers, including outside Australia as described below.

We do not generally seek to collect sensitive information. If we do collect sensitive information, we will do so with your consent or as otherwise permitted by law. You should not provide sensitive or unrelated personal information through our products or services unless it is specifically requested.

You may choose not to identify yourself or to use a pseudonym when you contact us, such as when making a general enquiry or complaint. However, if you do not provide information that we reasonably require, we may not be able to respond to your request or provide the relevant product or service.

If we receive unsolicited personal information, we will usually destroy or de-identify it as soon as practicable where it is lawful and reasonable to do so, unless the information is reasonably necessary for our functions or activities or we are otherwise permitted or required to retain it.

Why do we collect your personal information?

We collect personal information where reasonably necessary to provide and support our products and services, manage our business activities and relationships, and carry out our employment and recruitment activities.

We may collect, hold, use or disclose personal information:

- for the purpose for which it was collected, including to provide and support our products and services;
- to identify and interact with you;
- to manage our relationship with you or the organisation you work for;
- to administer accounts, subscriptions, transactions, billing and payments;
- to respond to requests for our products or services;

- to communicate with you about products or services that may be of interest to you or the organisation you work for;
- to process or validate information submitted by our customers and return the relevant results;
- to operate, secure, monitor, understand and improve our websites, products, services and customer experience;
- to understand your interests, tailor our communications and measure or support marketing activities;
- to perform administrative and operational functions;
- to prevent, identify and respond to fraud, misuse and security incidents;
- to comply with our contractual and legal obligations, including any purpose required or authorised by an Australian law or court or tribunal order; and
- for another purpose with your consent or as otherwise permitted by law.

If you apply for employment or engagement with Geoscape, we may collect and use personal information to:

- assess your suitability for a role;
- administer the recruitment process and communicate with you;
- verify information you provide and undertake checks reasonably required for the role;
- fulfil the terms of any employment or contractual relationship; and
- manage your employment or engagement with Geoscape.

Automated decision-making

We may use computer programs, including tools that use artificial intelligence, to support the initial screening of job applicants. These tools may use information from applications, curricula vitae, candidate profiles and screening questions to assess, compare or rank applicants and support decisions about who progresses beyond initial screening. Geoscape personnel remain responsible for recruitment decisions and do not rely solely on automated assessment.

How we collect your personal information

You give it to us

We collect personal information directly from you when you:

- use our products or services;
- create or use an account with us;
- interact with us or provide information through our websites, online services or social media accounts;
- complete a survey sent to you by or on behalf of us;
- apply for employment or engagement with Geoscape;
- register your interest in Geoscape or Geoscape-related products and services, including products created by partners who use our products (Product Partners); or
- otherwise communicate with us.

We collect it from others

We may also collect personal information from third parties, including:

- businesses and organisations that use our products or services;
- data suppliers;
- service providers acting on our behalf;
- recruitment platforms, recruitment agencies and referees;
- publicly available sources; and
- organisations with which we have an agreement to share or receive information.

We take reasonable steps to collect personal information only where it is reasonably necessary for our functions and activities. We also take reasonable steps to avoid including personal information in our products and source data where it is not required. If we identify personal information that is not required, we will take appropriate steps to delete or de-identify it.

Disclosing your personal information

We may disclose personal information:

- within the Geoscape Group;
- to our customers and authorised users where this is necessary to provide the product or service for which the information was collected, including to return information or results requested by a customer;
- to our business and commercial partners, including partners that resell our products (Data Partners) and partners that create products using our products (Product Partners);
- to our professional advisers, dealers and agents;
- to service providers and contractors that support our information technology, cloud hosting, data storage, product analytics, customer relationship management, communications, surveys, marketing, recruitment, payment processing, electronic signing, security, customer support and other business activities;
- to payment-system operators, financial institutions, dispute and chargeback services and debt-recovery organisations;
- with your consent or at your direction; and
- where required, authorised or permitted by law.

Some of our service providers and other recipients may store or process personal information outside Australia, including in the United States, Canada, Singapore and countries in the European Union. The particular locations depend on the services and providers involved. Where required by the Privacy Act, we take reasonable steps to ensure that overseas recipients do not breach the APPs in relation to the information.

Using your personal information for direct marketing

From time to time, we may use your personal information to contact you about products and services that may be of interest to you or the organisation you work for. We may use information about your interactions with our websites, products, forms and communications to tailor our marketing and measure or support marketing campaigns.

We may also disclose personal information to our Data Partners or Product Partners for marketing purposes with your consent or where otherwise permitted by law.

You can opt out of receiving direct marketing communications from us at any time by contacting us at info@geoscape.com.au or using the unsubscribe facility included in the communication. We will action your request within a reasonable period. Where available, you can also use the privacy or cookie settings on our websites and online services to manage the use of cookies and similar technologies.

Security

We take reasonable technical and organisational measures to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Personal information may be held electronically in systems operated by us or by our service providers.

Geoscape Australia is certified to ISO/IEC 27001:2022 for its Information Security Management System. Our security measures include:

- maintaining information-security governance, policies and risk-management processes;
- training our personnel in information security, privacy and the appropriate handling of personal information;
- limiting access to personal information to authorised personnel and service providers who require it for their work;
- using access controls, authentication, encryption, network security, logging and monitoring where appropriate;
- taking reasonable steps to ensure that service providers handling personal information have appropriate data-handling and security arrangements;
- protecting our systems and premises against unauthorised access; and
- maintaining processes for identifying, managing and responding to information-security incidents and data breaches.

While we take reasonable steps to protect personal information, no method of transmitting or storing information electronically is completely secure.

Accessing or correcting your personal information

You may request access to personal information we hold about you. If you would like to access your personal information, please contact us using the details below. In certain circumstances, we may not be able to give you access, in which case we will write to you to explain why we cannot comply with your request.

We do not usually charge a fee for providing access to personal information we hold about you. However, we may charge a reasonable fee for providing access if we are required to spend significant time or incur significant costs in responding to your request. If we intend to charge a fee, we will provide you with an estimate and confirm that you would like us to proceed before we process your request.

We take reasonable steps to ensure that personal information we hold about you is accurate, up to date, complete, relevant and not misleading. If you believe that personal information we hold about you should be corrected, please contact us using the details below and we will take reasonable steps to correct it where appropriate.

Destroying or de-identifying personal information

We take reasonable steps to destroy or de-identify personal information when we no longer need it for a permitted purpose, unless we are required or authorised by law to retain it.

Making a complaint

If you believe your privacy has been breached or you have a complaint about our handling of your personal information, please contact us using the details below.

We take privacy complaints seriously. We aim to acknowledge a complaint within five business days and resolve it within 30 days. If this is not reasonably possible, we will contact you within that period to explain when we expect to resolve your complaint.

We will investigate your complaint and write to you to explain our decision as soon as practicable.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner by calling 1300 363 992 or using the privacy complaint form available on its website.

Changes

We may update this Policy from time to time to reflect changes in our practices, products, services or legal obligations. The current version will be published on our website and will state when it was last updated. Where appropriate, we may also notify affected individuals or customers of material changes.

Contact us

Questions about this Policy and privacy complaints should be directed to:

General Counsel

Geoscape Australia

Unit 6, 113 Canberra Avenue

Griffith ACT 2603 Australia

Phone: (02) 6260 9000

Email: info@geoscape.com.au

This Policy was last updated in October 2026.