

Privacy Policy

This website is owned and operated by Megaport (Services) Pty Limited. The Megaport group of companies, including Megaport Limited and its subsidiaries (including Omnix Group EAD and Peering GmbH, (**Megaport**)) is committed to protecting the privacy of your personal information. This policy explains how Megaport collects, uses, shares, holds and retains your personal information as required in the normal course and scope of Megaport's business or permitted by law.

Part 1 of this policy relates to Megaport's customers and how we use the information that we collect from them, including any personal information, and Part 2 relates specifically to recruitment and recruitment-related personal information. Part 3 applies to all visitors to the Megaport websites, including, where applicable, customers and job applicants.

Part 4 sets out information on how Megaport protects personal information and how you can access and correct your personal data held by Megaport and Part 5 describes the cookies used on the Megaport websites. Parts 4 and 5 will be relevant to all visitors to the Megaport websites.

By visiting Megaport's websites, you are accepting and consenting to the practices described in this policy.

Megaport may update this policy from time to time by posting the revised version on Megaport's website.

PART 1: CUSTOMERS

The types of information, including personal information, Megaport collects

In order to provide our customers with services, or to perform a function related to providing our customers with services, Megaport needs to collect and hold some information about our customers, which may include personal information relating to their staff. The types of information Megaport may collect include:

- customer contact details (such as the customer's name, address and contact phone number, in addition to the name, position and email address of members of staff who contact Megaport on behalf of the customer);
- customer credit card details;
- credit information about the customer;
- each customer's password and username for accessing Megaport's services; and
- records of each customer's use of services and that customer's communications with Megaport.

As Megaport may collect personal information such as names and contact details from our customers' employees or authorised representatives, each customer must make sure that they have obtained the consent of such employees or authorised representatives to Megaport collecting and holding such personal information.

If a customer does not provide Megaport with the information Megaport needs, Megaport may not be able to provide that customer with the service that customer wants or Megaport may be restricted in the way that service can be supplied.

How customer information, including personal information, is collected and held

Megaport usually collects information about our customers when our customers interact directly with Megaport. For example, Megaport collects details when our customers and members of staff provide information to Megaport in person, by phone or email, or when customer details are entered on our websites. We may collect information from our customers and their staff members in connection with Megaport events, promotions or marketing activities.

Megaport may also collect personal information about our customers indirectly, including from:

- anyone authorised to act on a customer's behalf;
- Megaport's employees, agents, contractors and suppliers;
- credit reporting bodies and credit providers;
- other telecommunication and information service providers;
- Megaport's equipment; and
- public sources.

How Megaport uses customer information, including personal information

Megaport uses customer information, including any personal information relating to our customers' members of staff, to provide customer with services and support. In doing so, Megaport may use customer information for related purposes as required in the normal course and scope of Megaport's business, such as:

- processing a customer's application;
- carrying out checks for credit-worthiness;
- provisioning or connecting each customer's services;
- dealing with customer enquiries and providing customer with customer support;
- managing each customer's services, including account management, billing, processing payments and collecting debts;
- investigating complaints and carrying out dispute resolution;
- administering Megaport's agreement with each customer;
- product research and development, business planning and staff training; and
- communicating with our customers about the services and special promotions that the Megaport group companies and third parties offer which Megaport thinks may be of interest to customer, unless customer has requested Megaport not to do so. Megaport may tell customer about these services and offers via direct mail, electronic direct mail, unsolicited telemarketing calls or any other means of direct communication. You may opt-out of receiving direct marketing at any time by contacting Megaport at privacy@megaport.com.

How Megaport shares customer information, including personal information

Megaport may need to share customer information within the Megaport group of companies and with other organisations in connection with the supply of services to our customers. Megaport will however, not share customer information, without customer's consent, with any organization outside Megaport's group of companies for the purpose of that organization marketing its products or services to customer. For example, Megaport may disclose customer's information to:

- Megaport's suppliers, resellers and agents so Megaport can supply the service to the customer;
- Megaport's out-sourced service providers who perform functions and services on Megaport's behalf, such as contact centre services, mailing functions or IT services;
- credit reporting bodies, credit providers or debt collection agencies if a customer does not meet its payment obligations;
- other telecommunications and information service providers;
- Megaport's marketing partners with which Megaport shares Megaport's marketing activities;
- Megaport's legal, accounting and financial advisers and within the Megaport group of companies;
- customer's authorised representatives;
- any person, with customer's consent;
- government, law enforcement and regulatory bodies where this is required for Megaport to comply with Megaport's legal obligations; or
- a specified recipient to facilitate a purchase or potential purchase of the whole or any part of Megaport's business.

The organisations that Megaport may share customer information with may be located in countries such as the United States, Australia, New Zealand, Singapore, Hong Kong, the Philippines, the United Kingdom and other member states of the European Union. Megaport will request that any organisation to which Customer personal information is disclosed treats the information as confidential. However, they may be compelled by the laws of their own country to disclose information that Megaport has shared with them.

How Megaport retains customer information, including personal information

Megaport will keep your information only as long as needed to satisfy the purposes for which it was collected or as required or permitted by law. If you would like a description of how Megaport uses or discloses customer personal information as required or permitted by law, please email Megaport at privacy@megaport.com.

To date, Megaport has not received any court orders or warrants for information from any government or law enforcement agency in any country in which it operates.

PART 2: RECRUITMENT

The types of personal information Megaport collects

In order to process and assess your job application, Megaport needs to collect and hold some personal information about you. The types of information Megaport may collect include:

- your contact details (such as your name, address and contact details);
- employment related information (such as your resume, employment details, qualifications, referees and other background checks, working rights checks and police clearances); and
- records of your communications with us.

If you don't provide us with the personal information Megaport needs, Megaport may not be able to assess or proceed with your job application. By proceeding with your application, you agree that you will provide, and Megaport may collect, personal information about you.

Megaport will only process sensitive personal data which you provide to us (that is personal data relating to an individual's racial or ethnic origin, political opinions, religious or other beliefs, political or trade union membership, philosophical beliefs, health, sexual orientation or criminal convictions) where we think it is necessary to do so for the purposes of your application.

How your personal information is collected and held

Megaport usually collects personal information about you when you interact directly with us. For example, Megaport collects your personal details when you provide information to us in person, by phone or email, or when you enter your personal details on Megaport's recruitment websites.

Megaport may also collect personal information about you indirectly, including from your referees, recruitment agencies and third parties Megaport engages to provide recruitment services on our behalf.

How Megaport uses your personal information

Megaport uses your personal information to:

- assess and process your job application;
- make a decision about whether to employ you;
- make decisions regarding your employment with us if you become an employee;
- file in our records for future offers of employment;
- maintain and update our records; and
- deal with your enquiries.

How Megaport shares your personal information

Megaport may need to share your personal information within the Megaport group of companies and with:

- our employees directly involved in the recruitment process;
- recruitment agencies and other third parties Megaport engage to provide recruitment services on our behalf;
- your referees;
- third parties to conduct background and police checks;
- institutions who issued your qualifications;
- government, law enforcement and regulatory bodies where this is required for us to comply with our legal obligations or to protect our lawful interests; or
- a specified recipient to facilitate a purchase or potential purchase of our business.

Megaport is headquartered in Australia but operates worldwide. The organisations that Megaport may share your information with may be located in countries such as America, Singapore and Hong Kong. Megaport will request that any organisation to which your personal information is disclosed treats the information as confidential. However, they may be compelled by the laws of their own country to disclose information that Megaport have shared with them.

PART 3: VISITORS TO THE MEGAPORT WEBSITES

This section applies to all visitors to the Megaport websites. Where you are a customer, Part 1 will apply in addition to this Part 3. Where you apply for a job with Megaport, Part 2 will apply in addition to this Part 3.

The types of personal information Megaport collects

Megaport may collect and process the following data about you:

- Information that you provide to us: this may include your name, address, e-mail address and phone number and your financial and credit card information; and
- Information that Megaport automatically collects about you:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

How your personal information is collected and held

- Information that you provide to us: you may provide us with information about you by filling in forms on the Megaport websites or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register with the Megaport websites, subscribe to our services and when you report a problem with the Megaport websites.
- Information that Megaport automatically collects about you: With regard to each of your visits to the Megaport websites we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- Information we receive from other sources: we may receive information about you from third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies).

How Megaport uses your personal information

Megaport will use this information:

- to administer the Megaport websites and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve the Megaport websites to ensure that content is presented in the most effective manner for you and for your computer;
- as part of our efforts to keep the Megaport websites safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and
- to make suggestions and recommendations to you and other users of the Megaport websites about goods or services that may interest you or them.

How Megaport shares your personal information

Your personal information may be shared with any member of the Megaport group of companies. Megaport is headquartered in Australia but operates worldwide.

We may share your information with selected third parties including:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
- advertisers and advertising networks that require the data to select and serve relevant adverts to you and others; and
- analytics and search engine providers that assist us in the improvement and optimisation of our site.

Megaport may disclose your personal information to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if any Megaport group company or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

The organisations that Megaport may share your information with may be located in countries such as America, Singapore and Hong Kong. Megaport will request that any organisation to which your personal information is disclosed treats the information as confidential. However, they may be compelled by the laws of their own country to disclose information that Megaport have shared with them.

How Megaport stores your personal information

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. Megaport will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

PART 4: COOKIES

Cookies

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree.

Megaport collects information about visits to Megaport's websites for marketing and statistical purposes to improve the way Megaport interacts with customers and with its other website users. Megaport uses cookies or other similar technology for these purposes.

All accesses to pages on Megaport's websites are "logged". The logged information contains such things as a list of the pages accessed and the sort of browser used.

This information is used to check for attempts at "hacking", or other fraudulent activity, to indicate missing pages or other web server problems. Megaport also uses it to provide general statistics such as the number of people viewing particular parts of the site.

The Megaportal cookie is used to authenticate customer access or to make sure customer is the same person over a given "session" time.

Megaport uses third party cookies (e.g. Google Analytics or [Intercom cookie]) to track how Megaport's websites are used. We may provide a limited amount of your information (such as your email address and sign-up date) to these third parties.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie	File Name	How long the cookie stays on your computer	Purpose
Google Analytics	_gat	10 minutes from setup	This cookie is used to throttle the request rate to google to enable the usage of the _ga cookie.
Google Analytics	_ga	24 months from setup/latest update	This cookie enables us to: <ul style="list-style-type: none"> Estimate our audience size, usage patterns, and geographic and linguistic breakdowns. Allow our product to remain price competitive through more efficient operational practices. Analyse and improve our communications with customers. Build lists of audiences to advertise to online. Serve you ads via third party sites participating in Google's AdWords and/or Remarketing programs based on your past behavior on our websites.
Visual Website Optimiser	_vwo _uuid _v2	100 days from your last visit to the website	This cookie allows us to anonymously analyze visitor usage patterns in order to refine our user interface and user experience.
Marketo (Munchkin)	_mkt o_trk	24 months from setup/latest update	This cookie enables us to: <ul style="list-style-type: none"> Estimate our audience size and usage pattern. Store information about your preferences, and so allow us to customise our site and to provide you with offers that are targeted at your individual interests. Recognise you when you return to our site. Allow you to use our site in a way that makes your browsing experience more convenient, for example, by allowing you to store your details in between visits. If you register with us or complete our online forms, we will use cookies to remember your details during your current visit, and any future visits provided the cookie was not deleted in the interim.
Adroll	_adroll	3 months from setup/latest update	We use this cookie to analyze audiences to improve site design and content, as well as deliver retargeting advertising. http://www.adroll.com/about/privacy
Perfect Audience	_pa	3 months from setup/latest update	We use this cookie to analyze audience to improve Site design and content as well as deliver retargeting advertising http://www.perfectaudience.com/privacy/
Intercom	intercom-session-dxw-mqgrv	1 week	Analytics cookie We use this cookie to help understand your usage of our services. Intercom analyzes your use of our website and/or product and tracks our relationship so that we can improve our service to you. We may also use Intercom as a medium for communications, either through email, or through messages within our product(s).

Wordpress	wp-postpass_3523fa6464a4fd620104fc6e5214c5f	24 hours	This cookie is essential for our site to provide you with access to password protected content and recognise you when you return to our site.
EU Cookie Law	euCookie	6 months from the date of consent.	This cookie is essential to our website as it records a visitors consent to our website's use of cookies, so that they are not prompted each time they visit.

You can usually remove or block cookies by using the settings in your browser, but this may affect your ability to use Megaport's websites.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

By continuing to browse the Megaport website, you are agreeing to our use of cookies.

PART 5: PROTECTION OF AND ACCESS TO PERSONAL INFORMATION HELD BY MEGAPORT

How Megaport protects your personal information

Megaport treats your personal information as confidential within the Megaport group. Megaport stores your personal information electronically and/or in hard copy form. Megaport takes a range of measures to protect the security of your personal information, including by storing electronic information in password-protected servers that are in restricted and monitored areas. Megaport does not store credit card details on Megaport's systems.

How to access and correct your personal information

Your personal information can be accessed via your Megaportal account or by contacting Megaport at privacy@megaport.com.

Megaport takes all reasonable steps to ensure that the personal information Megaport holds about you is accurate, complete and up-to-date. You can access and correct most of your personal information (such as your contact details) using your Megaportal account. You can also contact Megaport at privacy@megaport.com if you wish to access or correct personal information that Megaport holds about you.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. You can also exercise the right at any time by contacting us at privacy@megaport.com.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Contact Megaport

If you have an enquiry regarding privacy, or you wish to raise a complaint, you can contact the Privacy Officer by email at privacy@megaport.com.