



Fresh Tracker – Privacy Policy

We, at Fresh Computer Systems Pty Ltd, put great efforts into making sure that your personal information is safe and used properly.

This policy explains our privacy practices for processing personal information on our Fresh Tracker solution, which provides proof of delivery, pallet tracking and forklift tracking (the "**Service**"). We process your personal information subject to the terms of this policy.

The summary of this policy will give you a quick and clear view of our practices. Please take the time to read our full policy.

Summary of the Policy

The Identifiable Information That You Provide Us – If you sign up, Fresh will ask you to create user accounts for Fresh Tracker, including an email address, first name and last name for each account.

The Identifiable Information That We Collect – We automatically log 'traffic/session' information including IP addresses and user agent, for example web browser. We collect session durations and additional activity information.

The Identifiable Information That You Upload – Your uploaded content may include personal information. Please use caution and do not upload personal information of others without their consent.

What Do We Do With Identifiable Information? – We maintain the Service, make it better and continue developing it, and protect us and the Service from misuse and law violations.

Sharing information with others – We use service providers, for example, to store photos and signatures, and to send email messages. We may transfer information as needed if we change our corporate structure, and we may share the information with our affiliate entities.

Disclosure of Information to Authorities – We may be required by law to disclose information to the authorities.

Aggregated and Analytical Information – Aggregated data is not identifiable. We use it for legitimate business purposes and may use standard analytical tools.

Your Choice – You may opt-out of our mailing lists and terminate your use of the Service. Our Service does not respond to Do Not Track (DNT) signals.

Accessing Your Personal Information - At any time you can request access to your identifiable information.

Data retention – We retain data as needed, to provide the service and for legitimate and lawful purposes.

Transfer of data outside your territory – We will store and process information in various sites throughout the globe, including in sites operated and maintained by cloud based service providers.

Information Security – We implement systems, applications and procedures to secure your personal information, to minimize the risks of theft, damage, loss of information, or unauthorized access or use of information.

Dispute Resolution – Contact us at support@freshcomputers.com.au if you have a request or complaint. We will make good-faith efforts to resolve any existing or potential dispute with you.

Changes to this Privacy Policy – We may update our policy from time to time after giving proper notice.

Incorporation to the Terms of Use - This policy is an integral part of the [Fresh Tracker Terms of Use](#).

Contact Us – Please contact our Client Services Team at support@freshcomputers.com.au for further information.

The Fresh Privacy Policy

The Identifiable Information That You Provide

If you sign up with the Service, Fresh will ask you to provide a list of user accounts to enable for Fresh Tracker, including an email address and initial password for each account.

The Identifiable Information That We Collect

When you access the Service, our servers log certain 'traffic/session' information from your device, such as your user account, the Internet Protocol (IP) address and the device used, for example Apple iPhone 8. When you use the Service, we collect information about your Service activity, for example your log-in and log-out time, the duration of Service sessions, the transactions made, image content uploaded, for example photographs and signatures, and geo-location for tracking purposes.

The Identifiable Information That You Upload

The content you upload to the Service from your device, including images, may include personal information. Please use caution when uploading the content, and avoid any involuntary disclosure of your personal information or disclosure of others' personal information without their consent.

What Do We Do With Identifiable Information?

We use the personal information we collect and receive to provide the Service to you and to other users, to enable the Service's tools and features, to study and analyse the functionality of the Service and users' activities, to provide support, to measure Service activity for pricing purposes, to maintain the Service, to make it better and to continue developing the Service.

We may use your email address to contact you when necessary, to send you reminders and to provide you information and notices about the Service. We may include commercial and marketing information.

We obey the law and expect you to do the same. If necessary, we may use your identifiable information to enforce our terms, policies and legal agreements, to comply with court orders and warrants, and assist law enforcement agencies, to collect debts, prevent fraud, misappropriation, infringements, identity thefts and any other misuse of the Service, and to take any action in any legal dispute and proceeding.

We commit to process personal information solely for the purposes described in this policy. To the extent relevant and possible, we will make efforts to maintain the information accurate, complete and up-to-date.

Sharing Identifiable information with others

We do not sell, rent or lease your personally identifiable information. We may share your identifiable information with service providers and other third parties, if necessary to fulfil the purposes for collecting the information, provided that any such third party will commit to protect your privacy as required under the applicable law and this policy.

For example, we may use a service provider to manage our email messages transmission.

We may also share personally identifiable information with companies or organisations connected, or affiliated with us, such as subsidiaries, sister-companies and parent companies, with the express provision that their use of such information must comply with this policy.

We may report any Contributed Content and share user identifiable information, if we believe, at our sole discretion, that such content is illegal or abusive or may violate any third party rights.

Additionally, a merger, acquisition or any other structural change may require us to transfer your personal information to another entity, provided that the receiving entity will comply with this policy.

Disclosure of Information to Authorities

We may need to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Aggregated and Analytical Information

We may use standard analytics tools. The privacy practices of these tools are subject to their own privacy policies and they may use their own cookies to provide their service (for further information about cookies, please see the 'Cookies' section in this policy).

We use the standard analytics tools of Google Analytics and we may use additional or other analytics tools, from time to time. The privacy practices of these tools are subject to their own privacy policies. See Google Analytics Privacy Policy at: <http://www.google.com/analytics/learn/privacy.html>.

We use anonymous, statistical or aggregated information and may share it with our partners for legitimate business purposes. It has no effect on your privacy, because there is no reasonable way to extract data from the aggregated information that can be associated with you. We will share your identifiable information only subject to the terms of this policy, or subject to your prior consent.

Choice

At any time you may request that we disable one or more user accounts by contacting Fresh via the standard support channels.

We request and collect minimal personal details that we need for the purposes described in this policy. At any time you may opt to terminate your use of the Service. Thereafter, we will stop collecting any personal information from you. However, we may store and continue using or making available certain personal information that is related to you. For further information, please read the Data Retention section in this policy.

Some web browsers offer a "Do Not Track" ("DNT") signal. A DNT signal is a HTTP header field indicating your preference for tracking your activities on the Service or through cross-site user tracking. Our Service does not respond to DNT signals.

Accessing Your Personal Information

At any time you may contact us via the standard Fresh support channels and request to access the identifiable information that we keep about you and your staff and to verify the accuracy of the data. If you find that the information on your account is not accurate, complete or updated, then please provide us the necessary information to correct it.

Under your right of access, you may obtain confirmation from us as to whether we are processing personal data related to you, receive a copy of that data, so that you could verify its accuracy and the lawfulness of its processing, request the correction, amendment or deletion of the data if it is inaccurate or processed in violation of the applicable law.

We will make good-faith efforts to locate the data that you request to access. Note that we may need to ask you to provide us certain credentials to make sure that you are who you claim you are, and ask you questions to better understand the nature and scope of data that you request to access.

We may redact from the data which we will make available to you, any personal information related to others.

Data Retention

We retain different types of information for different periods, depending on the purposes for processing the information, our legitimate business purposes as well as pursuant to legal requirements under the applicable law.

Photographs and signatures will typically be kept for up to 3 months at which time they will be purged but this time frame is subject to change without notice.

We may keep aggregated non-identifiable information without limitation, and to the extent reasonable we will delete or de-identify potentially identifiable information, when we no longer need to process the information.

In any case, as long as you use the Service, we will keep information about you, unless we are required by law to delete it, or if we decide to remove it at our discretion.

Transfer of data outside your territory

Fresh Tracker is a web-based service. We may store and process information in various sites throughout the globe, including in sites operated and maintained by cloud based service providers. If you are a resident in a jurisdiction where transfer of your personal information to another jurisdiction requires your consent, then you provide us your express and unambiguous consent to such transfer.



Information Security

We and our hosting services implement systems, applications and procedures to secure your personal information, to minimize the risks of theft, damage, loss of information, or unauthorised access or use of information.

These measures provide sound industry standard security. However, although we make efforts to protect your privacy, we cannot guarantee that the Service will be immune from any wrongdoings, malfunctions, unlawful interceptions or access, or other kinds of abuse and misuse.

Dispute Resolution

We do periodical assessments of our data processing and privacy practices, to make sure that we comply with this policy, to update the policy when needed, and to verify that the policy is displayed properly and accessible. If you have any concerns about the way we process your personal information, you are welcome to contact Fresh via standard support channels and we will look into your query and make good-faith efforts to resolve any existing or potential dispute with you.

Changes to this Privacy Policy

From time to time, we may update this policy. If the updates have minor, if any, consequences, they will take effect 7 days after we publish the revised policy. Substantial changes will be effective 30 days after our notice was initially published.

Until the new policy takes effect, you can choose not to accept it and terminate your use of the Service. Continuing to use the Service after the new policy takes effect means that you agree to the new policy. Note that if we need to adapt the policy to legal requirements, the new policy will become effective immediately or as required.

Incorporation to the Terms of Use

This policy is an integral part of the [Fresh Tracker Terms of Use](#).

Contact Us

You may contact Fresh with any question about the Service at support@freshcomputers.com.au. Fresh will make efforts to address your inquiry promptly.