



Privacy Policy for Websites
Trellis Technologies PTY LTD

April 17, 2024

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Privacy Policy for Websites

The generic use and disclosure of personal information that is collected from the individuals online, through websites

Trellis Technologies PTY LTD Privacy Policy

Effective Date: 14 Nov 2023

1.0 Introduction

Trellis Technologies PTY LTD tracks utilities bills to provide finance-grade emissions data for various resources and for an array of public and private sectors.

Trellis Technologies PTY LTD is a technology company headquartered in **Adelaide, Australia**, which focuses on providing carbon accounting services to governmental organizations and private companies.

For more information about our services, please refer to our website: **yourtrellis.com**

This Privacy Policy is applicable to Trellis Technologies PTY LTD (“we,” “our,” or “us”) as related to our services, which collectively include:

- the use of **yourtrellis.com** (“website”)
- the use of the application website **app.yourtrellis.com** (“application”)
- social media messages and marketing campaigns and
- the use of our products and services.

This Privacy Policy sets out the essential details relating to your personal data relationships with Trellis Technologies PTY LTD as:

- A website visitor
- An end user of the application (“end user”)
- A prospective client
- A job applicant and
- Partners

Clients contract the use of our application and give access to their employees and other third parties, as solely decided by them, by creating users who access the application with their email address and credentials. The clients’ administrators grant end users roles, which result in different permissions and access rights to the information held in the Client account.

2.0 Personal Information We Collect

2.1 Information You Choose to Provide to Us

We may ask you to provide personal information when:

- You use the website to download articles, data sheets or eBooks.
- You request a free trial or demo.
- You refer a friend to us.
- You connect with us directly via phone calls or video conferencing platforms.
- We or Client Account Administrators grant you access to the application.
- You or Client Account Administrators upload or enter personal information into the application.
- You participate in a marketing or sales promotion.
- You attend trade events and other industry networking events.
- You register or attend a webinar or other event.
- You participate in programs we may offer from time to time.
- You participate in chats.
- You pay for our services.

If you choose to provide us with a third-party's personal information (the person's name, email and company) when taking part in our referral program, you represent that you have the third-party's permission to do so.

We collect personal information that may include first and last name, business email address, phone number and/or company name.

As an end user of the application, we collect your name, business email address and any comments you make in the application.

In addition, we may collect data uploaded by you, your employer or other users of the application that may be required to use Trellis Technologies PTY LTD services. We expect all users to follow their organization's privacy policy and any applicable regulatory requirements when uploading, accessing and using personal information into our application. The data uploaded may include personal information like:

- Employee names, email addresses and contractual agreements
- Vendor names, email addresses, contractual agreements or other personal data necessary for Trellis Technologies PTY LTD services
- Customer names and email addresses used to provide services within Trellis Technologies PTY LTD's platform

As a job applicant, we may also collect your resume and cover letter.

Further information, including specific obligations of the Trellis Technologies PTY LTD, can be found in the Service and/or Data Processing Agreements.

2.2 Information We Collect Automatically

We collect information about your visits to the website and the application when you land on any of our web pages through cookies and similar tracking technology.

The information collected includes:

- access times
- the pages you view
- the links you click on
- the search terms you enter
- actions you take in connection with any of the visited pages
- your device information such as IP address, location, browser type and language
- the Uniform Resource Locator (URL) of the website that referred you to our website and
- the URL you browse away from our pages if you click on an external link

We may also collect information when you open email messages from us or click on links within those email messages.

3.0 How We Use Personal Information

We use your personal information to:

- Deliver the contracted services and allow full use of the application functionality as purchased by the clients.
- Deliver training and support to our application end users and/or carry out the transactions you have requested.
- To communicate with you directly through emails, calls, chats and video conferencing.
- Send communications to you about:
 - New application features and upgrades.
 - Our services and offerings.
 - Event announcements.
 - Product notices and changes to our terms and policies.
 - Particular programs in which you have chosen to participate.
 - Promotional offers and surveys.
 - Scheduling demos and managing free trials.
- Carry out market research to understand how to improve our services and their delivery.

- Create and manage marketing campaigns.
- Generate sales leads and increase our market share.
- Analyze user clicks and usage of the application and website to improve user experience and maximize usage of our services.
- Manage our website and application to maintain and deliver the contracted functionality and services.
- Enforce our website and application terms and/or separate contracts (if applicable) with you
- Prevent fraud and other prohibited or illegal activities.
- Protect the security or integrity of the website, application, our business or services.
- Or otherwise, as disclosed to you at the point of collection or as required or permitted by law.

Please note that sometimes we may record the video conferencing call in which you participate to analyze and improve our staff's communication skills. If we do so, we will be announcing it at the beginning of the conference call and in the meeting invite, and we will be providing a link to our Privacy Policy in the meeting invites and on the registration page.

We do not sell or share your information to any third party.

If Trellis Technologies PTY LTD needs to use personal information for an unrelated or new/secondary purpose, Trellis Technologies PTY LTD will notify the appropriate individual and obtain their consent for the new purpose or rely on another prescribed exception under the applicable privacy legislation for the use or disclosure. Where consent is used as the basis for the secondary use or disclosure, individuals have the right to withdraw their consent at any time. Where the secondary use or disclosure includes sensitive information (i.e., personal health information), Trellis Technologies PTY LTD will take reasonable steps to ensure that the information is de-identified before it is disclosed or used.

4.0 How We Share Personal Information

Our Application and Services

If you are an end user of our application, your personal information may be viewed by other users with access to the application. We do not share or sell your personal information with third parties.

Legal Disclosures

It is possible that we may need to disclose personal information when required by law, subpoena or other legal processes as identified in the applicable legislation.

We attempt to notify our clients about legal demands for their personal data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency.

Change in Control

We can also share your personal data as part of a sale, merger, change in control or in preparation for any of these events.

Any other entity which buys us or part of our business will have the right to continue to use your data, but only in the manner set out in this Privacy Policy unless you agree otherwise.

5.0 How We Secure Personal Information

We are committed to protecting the security of all of the personal information we collect and use.

We use a variety of physical, administrative and technical safeguards designed to help protect it from unauthorized access, use and disclosure. We have implemented best-practice standards and controls in compliance with internationally recognized security frameworks. We use encryption technologies to protect data at rest and in transit.

6.0 Your Rights

We provide the same suite of services to all of our clients and end users worldwide.

We offer the following rights to all individuals regardless of their location or applicable privacy regulations.

For personal information we have about you, you can:

- **Access your personal information or request a copy.**

You have the right to obtain information about what personal information we process about you or to obtain a copy of your personal information.

If you have provided personal information to us, you may contact us to obtain an outline of what information we have about you or a copy of the information.

If you are an end user of the application, you can log in to see the personal information in the account or approach your employer for more information.

- **You have the right to be notified of what personal information we collect about you and how we use it, disclose it and protect it.**

This Privacy Policy describes what personal information we collect and our privacy practices. We may also have additional privacy notices and statements available to you at the point of providing information to us directly.

- **Change or correct your personal information.**

You have the right to update or correct your personal information or ask us to do it on your behalf.

You can edit your information through the user account in the application or ask us to change or correct it by contacting us at info@yourtrellis.com.

- **Delete or erase your personal information.**

You have the right to request the deletion of your personal information at any time. We will communicate back to you within reasonable timelines the result of your request. We may not be able to delete or erase your personal information, but we will inform you of these reasons and any further actions available to you.

- **Object to the processing of your personal information.**

You have the right to object to our processing of your personal information for direct marketing purposes. This means that we will stop using your personal information for these purposes.

- **Ask us to restrict the processing of your personal information.**

You may have the right to ask us to limit the way that we use your personal information.

- **Export your personal data.**

You have the right to request that we export to you in a machine-readable format all of the personal information we have about you.

We do not process personal information through the use of automated means.

If you would like to exercise any of the rights described above, please contact us at info@yourtrellis.com.

You also have the right to lodge a complaint with the local organizations in charge of enforcing the privacy legislation applicable in your territory.

7.0 How Long We Keep Your Personal Information

We retain information as long as it is necessary to provide the services to you and our clients, subject to any legal obligations to further retain such information.

We may also retain information to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce our Terms of Service and take other actions permitted by law.

The information we retain will be handled following this Privacy Policy.

Information connected to you that is no longer necessary and relevant to provide our services may be de-identified or aggregated with other non-personal data. This information may provide insights that are commercially valuable to Trellis Technologies PTY LTD, such as statistics of the use of the services.

8.0 Other Important Information

We process data in locations (Australia and USA) and rely on legally-provided mechanisms to lawfully transfer data across borders, such as contracts incorporating data protection and sharing obligations. We provide the capability for the return, transfer and/or disposal of personal data in a secure manner.

We will only collect and process your personal data where we have a lawful reason for its collection.

When you visit our website and provide us with your personal information, we collect and use it with your consent.

As an application end user, you consent to our collection of your personal information when you log in for the first time. However, your employer has control of the account and may upload and share additional personal information. Your employer's responsibility is to ensure that collecting, using and sharing the personal information uploaded to the application complies with all applicable legislation.

Where we rely on your consent to process personal data, you have the right to withdraw or decline your consent at any time. If you have any questions about the lawful bases upon which we collect and use your personal data, please contact us at info@yourtrellis.com.

How to select your communications preferences

You may choose to receive or not receive marketing communications from us. Please click the "Unsubscribe" link in the email we sent you to stop receiving marketing communications.

You may choose which information we collect automatically from your device by controlling cookie settings on your browser or by selecting your preferences.

Even if you opt-out of receiving marketing communications, we may still communicate with you regarding security and privacy issues, servicing your account, fulfilling your requests, or administering any promotion or any program in which you may have elected to participate.

9.0 Contact Information

You may contact us to exercise any of your rights or ask for more information about your personal information and our privacy practices by contacting us at info@yourtrellis.com.