



Mail Mortal Privacy Policy

Respecting and protecting your privacy is extremely important to us at Mail Mortal. This Privacy Policy applies to all of the services and websites provided by Mail Mortal, and its subsidiaries, agencies or affiliated companies. All items in this privacy policy are written in accordance with the New Zealand Privacy Act 1993.

1. INFORMATION COLLECTION AND USE

In order to provide our range of services, Mail Mortal may collect and utilize the following types of information:

- **Information you provide:** When you create a Mail Mortal email-filtering account or register for the Mail Mortal Sentinel service, you are asked to provide some personal information (e.g. your name, email address and an account password). If your password is stored on a Mail Mortal server, it is one-way hash-encrypted and inaccessible. For business services, other billing information is requested, such as your business name, postal address, and phone number, which are stored on secure database servers. Mail Mortal web servers do not set any "cookies" on your computer. Credit card and/or bank account details are neither captured nor stored by Mail Mortal.
- **Log information:** When you use Mail Mortal services, our servers automatically record information each time a client computer makes a connection. These server logs include such information as the date and time of your request, client Internet Protocol address and certain details of the transaction (which varies according to the protocol used).
- **User communications:** When you send email, IM, chat or other written communications to Mail Mortal, we may retain those communications to process your inquiries, respond to your requests and improve our services.
- **Affiliated sites:** We offer some of our services in partnership with other service providers. Personal information that you provide to such affiliated web sites may be sent to Mail Mortal in order that services can be provided. We process that information in conformance with this Policy. Agency and partner sites may have different privacy practices, and you are encouraged to read their privacy policies.
- **Other sites:** This Privacy Policy applies to web sites and services that are owned and operated by Mail Mortal. We do not exercise control over web-sites displayed as links from within our various services. These other sites may collect data, solicit personal information from you, and/or set cookies on your computer, and if so, you are encouraged to read their privacy policies.

Mail Mortal only processes personal information for the purposes described in this Privacy Policy for specific services. In addition to the above, such purposes include:

- Providing Mail Mortal's managed services and software to its users;
- Auditing, research and analysis in order to maintain, protect and improve our services;
- Ensuring the correct technical functioning of our network; and
- Developing new email security services.

2. CHOICES FOR PERSONAL INFORMATION

When you sign up for a particular service that requires registration, we ask you to provide personal information. If we use this information in a manner different than the purpose for which it was

collected, we will ask for your consent prior to such use.

If we propose to use personal information for any purposes other than those described in this Policy and/or in the specific service notices, we will offer you an effective way to opt out of the use of personal information for those other purposes. We will not collect or use sensitive information for purposes other than those described in this Policy and/or in the specific service notices, unless we have obtained your prior consent.

You may decline to submit personal information to any of our services, in which case Mail Mortal may not be able to provide those services to you.

Mail Mortal only shares personal information with other companies or individuals outside of Mail Mortal in the following strictly limited circumstances:

- We have your consent. We require opt-in consent for the sharing of any personal information.
- We provide such information to our subsidiaries, affiliated companies or other trusted businesses or persons for the purpose of processing personal information on our behalf. We require that these parties agree to process such information based on our instructions and in compliance with this Policy and any other appropriate confidentiality and security measures.
- We have a good-faith belief that access, use, preservation or disclosure of such information is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Service, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against imminent harm to the rights, property or safety of Mail Mortal, its users or the public as required or permitted by law.
- If Mail Mortal becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will provide notice before personal information is transferred and becomes subject to a different privacy policy.

We may share with third parties certain kinds of aggregated, non-personal information, such as the percentage of spam and malware in emails, for example, or how many users provided corrective feedback to a system. Such information does not identify you individually, and is used solely for research and/or educational purposes.

Please contact us at the address below for any additional questions about the management or use of personal data.

3. INFORMATION SECURITY

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal audits of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to Mail Mortal employees, consultants, contractors and agents who require that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

4. DATA INTEGRITY

Mail Mortal processes personal information only for the purposes for which it was collected and in accordance with this Policy or any applicable service-specific privacy notice. We review our data

collection, storage and processing practices to ensure that we only collect, store and process the personal information needed to provide or improve our services. We take reasonable steps to ensure that the personal information we process is accurate, complete, and current, but we depend on our users to update or correct their personal information whenever necessary.

5. **ACCESSING AND UPDATING PERSONAL INFORMATION**

When you use Mail Mortal services, we make good-faith efforts to provide you with access to your personal information and either to correct this data if it is inaccurate or to delete such data at your request if it is not otherwise required to be retained by law or for legitimate business purposes. We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup media), or for which access is not otherwise required. In any case where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort. Some of our services have different procedures to access, correct or delete users' personal information. We provide the details for these procedures in the specific privacy notices or FAQs for these services.

6. **ENFORCEMENT**

Mail Mortal regularly reviews its compliance with this Policy. Please feel free to direct any questions or concerns regarding this Policy or Mail Mortal's treatment of personal information by contacting us via email info@mailmortal.com or by writing to us at Mail Mortal PO Box 8451 Riccarton Christchurch. When we receive formal written complaints at this address, it is Mail Mortal's policy to contact the complaining user regarding his or her concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between Mail Mortal and an individual.

7. **CHANGES TO THIS POLICY**

Please note that this Privacy Policy may change from time to time. We will never reduce your rights under this Policy without your explicit consent, and we expect that most such changes will be minor. Regardless, we will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of Policy changes).

If you have any additional questions or concerns about this Policy, please feel free to contact us any time at info@mailmortal.com or through this web site.