

# Privacy policy

Last updated August 2020

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Queclink Wireless Solutions Co. Ltd. and its Affiliates (**Queclink**).

In this Privacy Policy, the expressions “**Queclink**”, “we”, “us” and “our” are a reference to Queclink Wireless Solutions Co. Ltd. and its affiliates.

This Privacy Policy applies to personal information collected by us when:

- you enquire about our products or services;
- you purchase our animal husbandry and tagging products or otherwise participate on our e-commerce platform; or
- you apply for employment or engagement by us.

. The purpose of this Privacy Policy is to generally inform people of:

- how and when we collect personal information;
- how we use and disclose personal information;
- how we keep personal information secure, accurate and up-to-date;
- how an individual can access and correct their personal information;
- how we deal with personal information of minors; and
- how we will facilitate or resolve a privacy complaint.

In this Privacy Policy, we address:

1. what is personal information;
2. the kinds of personal information collected, used and disclosed by Queclink;
3. how Queclink collects and holds personal information;
4. Queclink’s uses and discloses of personal information;
5. Queclink’s approach to sensitive information;
6. how we deal with the personal information of minors;
7. Queclink’s direct marketing activities;
8. Queclink’s use of credit information and credit reporting activities;
9. Queclink’s approach to anonymity and pseudo-anonymity;
10. cross border disclosure;
11. data security and quality;
12. access to and correction of your personal information;
13. resolving privacy complaints; and
14. consent, modifications and updates;

15. GDPR provisions applicable to people in the European Economic Area.

If you have any concerns or complaints about the manner in which your personal information has been collected, used or disclosed by us, we have put in place an effective mechanism and procedure for you to contact us so that we can attempt to resolve the issue or complaint. Please see **Section 13** for further details.

If you have any concerns or questions, please contact us and our Privacy Officer at [jfinlayson@intl.queclink.com](mailto:jfinlayson@intl.queclink.com) and our Privacy Officer will then attempt to resolve the issue.

If you do not agree to any terms in the Privacy Policy, you should stop purchase or using Queclink's products and services.

We recommend that you keep this information for future reference.

## 1. What is personal information?

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"Personal Information" has various meanings depending on the laws which apply to Queclink's collection and handling practices.

Where the Chinese laws apply, it means various information recorded electronically or in other ways that can be used to identify a specific natural person alone or in combination with other information or reflect the activities of a specific natural person.

Where the Hong Kong laws apply, it means any data—

- relating directly or indirectly to a living individual;
- from which it is practicable for the identity of the individual to be directly or indirectly ascertained; and
- in a form in which access to or processing of the data is practicable.

When we refer to "personal information" in this privacy policy, we mean to refer broadly to any information or data that is captured by these two definitions.

If you are in the European Union, we are required to comply with the GDPR in relation to your Personal Data (as those terms are defined in **Section 15**).

## 2. The kinds of personal information collected, used and disclosed by Queclink

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We will only use or disclose your personal information for the purposes for which it was collected. Notwithstanding the foregoing or anything else in this Privacy Policy, we reserve the right to collect, use and disclose your personal information as may otherwise be required by laws applicable to Queclink's business or permitted by legislation governing Queclink's use and handling of personal information (including the Personal Data (Privacy) Ordinance (Cap. 486), and the Personal Information Security Specification) (**Privacy Legislation**).

When we collect personal information from you, we will provide you with a notice which details the purpose of the collection, how we will use and disclose that specific information,

the consequences of failing to provide that requested information and how you may access and correct the personal information we hold about you.

We set out some common collection, use and disclosure instances in the table below. The table below serves as notice to you of how we will use and disclose your personal information in the circumstances set out in the table. As such, we may not provide additional notice at the time we collect your personal information in those circumstances described in the table.

Purpose	Type of Information	Uses	Disclosures
General enquiries	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, Company name, address, billing address (if different to address), email address, phone numbers, username and password.</li> <li>• <b>Transaction Sales:</b> Where relevant to your enquiry, such as: Delivery information. Billing and account details. Payment card details.</li> <li>• <b>Customer Service:</b> Information collected with providing assistance to you by our customer services department about our products and services.</li> </ul>	<p>The types of uses we will make of personal information collected for this type of purpose include:</p> <ul style="list-style-type: none"> <li>• <b>Identity verification:</b> if required, the verification of your identity.</li> <li>• <b>Customer service functions:</b> the provision of our services to you relating to your enquiry, including: Using your personal information in order for you to receive and use the products and services offered. Payment processing, including charging, credit card authorisation, verification and debt collection. To provide customer service functions, including handling customer enquiries and complaints.</li> <li>• <b>Marketing:</b> using your personal information for the purposes set out in “<i>Marketing Activities</i>” section below.</li> <li>• <b>General administrative and security use:</b> To protect Queclink’s websites from security threats, fraud or other criminal activities. The use for the administration and management of Queclink. The maintenance and development of our products and services, business systems and infrastructure. In connection with the sale of any part of Queclink’s business or a company owned by a Queclink entity. To provide customer services to clients and for quality assurance purposes.</li> </ul>	<p>The types of disclosures we will make of personal information collected for the type of purposes are listed below and depend on the nature of your enquiry:</p> <ul style="list-style-type: none"> <li>• Where your enquiry relates to a transaction via our website with a third party, that third party.</li> <li>• Third parties connected with the sales process including ecommerce, payment gateway providers and financial institutions.</li> <li>• Service providers (including IT service providers and consultants) who assist Queclink in providing our products and services.</li> <li>• Related bodies corporate of Queclink (including related entities) and Queclink’s business associates.</li> <li>• Third parties in connection with the sale of any part of Queclink’s business or a company owned by a Queclink entity.</li> <li>• As required or authorised by law.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Sales	<ul style="list-style-type: none"> <li>• <b>Contact and identifying information</b> required to identify you, whether via your account on our website or for transactions conducted offline, such as your name, Company name, address, billing address (if different to address), email address, phone numbers.</li> <li>• <b>Trade account creation</b> where you wish to create a trade account with us, either directly or via our website, we may collect information from you relating to your credit worthiness, and may seek this information from a third party credit check provider.</li> <li>• <b>Billing information</b> required to process transactions with us, such as your bank account details (including bank statements) and credit or debit card details.</li> </ul>	<p>For full details relating to uses of personal information in relation to the use of credit information, please refer to <b>Section 8</b> below.</p> <ul style="list-style-type: none"> <li>• <b>Vendor and supplier payments:</b> The processing of any payments and refunds, if applicable.</li> <li>• <b>Purchases of Queclink’s products and third party products via our website:</b> Payment processing, including charging, refunds (if applicable), credit card authorisation, verification and debt collection.</li> <li>• <b>Online accounts:</b> If you create an account with Queclink and you provide us your personal information, we will use it for: Processing of account transactions. Pre-sale and post-sale customer service related contact.</li> <li>• <b>General administrative and security use</b> as detailed in the Uses column for “Sales” and “General Enquiries”.</li> </ul>	<p>For full details relating to disclosures of personal information in relation to any credit information, please refer to our <b>Section 8</b> below.</p> <p>In summary, we may disclose this type of personal information to:</p> <ul style="list-style-type: none"> <li>• Our contractors, agents and third party providers who undertake billing and credit services on our behalf.</li> <li>• Third party providers who assist us in providing our products and services to you.</li> <li>• Third parties, such as external debt recovery agents, court or other entities to which we are required by law to disclose personal information.</li> <li>• The parties listed in the Disclosure column for “General enquiries”.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Marketing activities	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, email address, current postal and residential addresses, phone numbers, country of residence (and, if applicable, age).</li> <li>• <b>Website enquiries:</b> Such as your name, email address, phone number and any information you provide to us as part of your message.</li> <li>• <b>Social media activity:</b> Including “likes”, comments posted, any of your opinions or feedback, photos posted or uploaded and other information pertaining to your social media activities which concern, or relate, to Queclink.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>General marketing and consumer analytics:</b> using your personal information: To aggregate with other information and to then use it for marketing and consumer analytics. To offer you updates on products, events or information that may be of interest to you. For Marketing and promotional activities by us (including by direct mail, telemarketing and email) such as our email alerts, product awareness information and newsletters. For the Uses detailed above in “Sales”.</li> <li>• <b>Online accounts or social media:</b> If you create an account with Queclink or participate in our social media platforms (such as Facebook, Twitter and LinkedIn) and you provide us your personal information, we will use it for: Adding account holders to the marketing database. Customer service related contact: where you use an online account with us or social media handle to address a query about our products or services. Responding to social media messages. Fulfilling social media platform rules.</li> </ul>	<p>We may disclose your personal information to:</p> <ul style="list-style-type: none"> <li>• Third parties connected with the marketing process who assist us in providing our products and services to you.</li> <li>• The parties listed in the Disclosure column for “Sales”.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Human resources	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as name, e-mail address, current postal and residential address, phone numbers, country of residence, next of kin contact details.</li> <li>• <b>Employee record information</b></li> <li>• <b>Identifying information:</b> Such as your photo, passport and residency details, date of birth.</li> <li>• <b>CV, resume or application related information:</b> Such as the details provided in your resume or CV, your eligibility to work in Hong Kong and elsewhere, your education, previous employment details, professional memberships or trade qualifications.</li> <li>• <b>Tax, benefits and payroll information:</b> Such as your SIN number, payroll deduction information, benefits details and financial institution details.</li> <li>• <b>Background check information:</b> Information obtained from you or third parties to perform background checks.</li> <li>• <b>Medical or health information</b> which you voluntarily provide to us as part of pre-employment medicals, random drug and alcohol testing or such other information which may be related to an incident which has occurred during the course of your employment.</li> <li>• <b>Performance related information:</b> Pre-employment testing and other information collected by Queclink's systems in the course of the employee or contractor's engagement with Queclink.</li> <li>• <b>Information collected from references</b></li> <li>• <b>Security information:</b> Such as CCTV footage and photographs taken on our premises.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Background checks:</b> Utilising the information collected for the purpose of assessing candidate suitability for role, including by obtaining, as permitted by law: <ul style="list-style-type: none"> <li>Verification of your identity and age.</li> <li>Criminal history background checks including publically available information including Facebook, Twitter, Instagram, YouTube.</li> <li>Confirmation of eligibility to work in Hong Kong and elsewhere.</li> <li>Confirmation of education and qualifications.</li> <li>Confirmation of previous employment.</li> <li>Consideration regarding medical leave.</li> </ul> </li> <li>• <b>Administration and performance monitoring use:</b> Utilising the information collected for the purpose of: <ul style="list-style-type: none"> <li>Dealings related to the employer/employee relationship or the contractor/principal relationship (as the case may be).</li> <li>Use of such information whether or not the employment or contractor relationship is prospective, current or past.</li> <li>Use of such information to monitor systems, performance and time usage and internet usage.</li> <li>The use of your personal information collected in the administration and management of Queclink.</li> <li>In connection with the sale of any part of Queclink's business or a company owned by a Queclink entity.</li> </ul> </li> </ul>	<p>We may disclose your personal information to:</p> <ul style="list-style-type: none"> <li>• Relevant benefits company.</li> <li>• Government agencies.</li> <li>• Relevant Worker's Compensation organisation (e.g. Workplace Safety and Insurance Board etc).</li> <li>• Third party references provided by you in connection with an application made to Queclink.</li> <li>• Service providers (including IT service providers and payroll providers), if any.</li> <li>• Recruitment agents used in connection with your application with us.</li> <li>• Third parties in connection with the sale of any part of Queclink's business or a company owned by a Queclink's entity.</li> <li>• Third party parties in connection with obtaining any background checks, pre-employment screening.</li> <li>• Financial institutions for payroll purposes.</li> <li>• As required or authorised by law.</li> </ul>



### **3. How Queclink collects and holds personal information**

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#### **3.1 Collection generally**

Unless provided otherwise in this Privacy Policy or by notification, we will collect your personal information directly from you as set out in this Privacy Policy or otherwise.

When you engage in certain activities, such as filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our products or services to you, we may be unable to provide our products or services to you in an effective manner, or at all.

#### **3.2 Other collection types**

We may also collect personal information about you from other sources, such as competitions and also from third parties. Some examples of these alternative collection events are:

- (a) when we collect personal information about you from third parties; or
- (b) when we are permitted to collect personal information about you from publicly available sources such as a telephone directory.

#### **3.3 Notification of collection**

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in this clause 3.3(a) to 3.3(c) below. Generally speaking, we will not tell you when we collect personal information about you in the following circumstances:

- (a) where information is collected from any personal reference you have listed on any application form (including any employment application) with Queclink for the purposes outlined in the "*Human Resources*" row of the table in **Section 2**;
- (b) where information is collected from publicly available sources including but not limited to a telephone directory; or
- (c) as otherwise required or authorised by law.

#### **3.4 Unsolicited personal information**

In the event we collect personal information from you, or a third party, in circumstances where we have not requested or solicited that information (known as unsolicited information), and it is determined by Queclink (in its reasonable discretion) that the personal information is not required, we will destroy the information or ensure that the information is de-identified.

In the event that the unsolicited personal information collected is in relation to potential future employment with Queclink, such as your CV, resume or candidacy

related information, and it is determined by Queclink (in its reasonable discretion) that it may consider you for potential future employment, Queclink may keep the personal information on its human resource records unless you request otherwise.

### 3.5 **How we hold your personal information**

Once we collect your personal information, we will put in place security safeguards that are appropriate to the sensitivity of the information, and if we engage a third party to hold your information for us, we will require that third party put in place security safeguards that are appropriate to the sensitivity of the information. We provide some more general information on our security measures in **Section 11 (Data security and quality)**.

### 3.6 **Cookies and IP addresses**

If you use our website, we may utilise "cookies" which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other personal information we collect and hold about you. Queclink extends the same privacy protection to your personal information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance or you can set your browser to automatically reject cookies. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved website experience that cookies offer.

## **4. Uses and discloses of personal information**

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### 4.1 **Use and disclose details**

We provide a detailed list at **Section 2** of some common uses and disclosures we make regarding the personal information we collect.

### 4.2 **Other uses and disclosures**

We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

Under the Privacy Legislation: if

- (a) it is related to the performance of the obligations by a personal information controller in accordance with relevant laws and regulations;
- (b) it is directly related to national security and national defense security;
- (c) it is directly related to public safety, public health, and major public interests;

- (d) it is directly related to criminal investigation, prosecution, trial and enforcement of judgments;
- (e) it is for the purpose of protecting the life, property and other major legal rights of the personal information subjects or other individuals, but it is difficult to obtain the authorization of the subjects;
- (f) the personal information collected is disclosed to the public by the personal information subjects themselves;
- (g) it is necessary for signing and performing relevant contracts according to the requirements of the personal information subjects;
- (h) the personal information is collected from public information that is legally disclosed, such as legal news reports, government information disclosure, etc;
- (i) it is necessary to maintain the safe and stable operation of the provided products or services, such as discovering and handling product and/or service defects;
- (j) it is necessary for a news agency to conduct news reporting in a legal way; or
- (k) it is necessary for an academic research institution to conduct statistics or academic research for public interest, and when it provides academic research or described results to the public, the personal information contained is de-identified,

and additionally, under the Personal Data (Privacy) Ordinance (Cap. 486), of Hong Kong (where that legislation applies to the collection of the personal information): if

- (l) the personal information collected are protected product and relevant records under the Interception of Communications and Surveillance Ordinance (Cap. 589);
- (m) the purpose of the transfer or disclosure is to facilitate the relevant person to exercise proper care and guardianship of the minor, the transfer or disclosure is in the interest of the minor; and that otherwise would likely prejudice the exercise of proper care and guardianship or interest of the minor;
- (n) due diligence exercise is required to be conducted in connection with a proposed business transaction that involves a transfer of the business or property, a change in the shareholding or an amalgamation of Queclink;
- (o) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety; or
- (p) if it is required or authorised by law.

#### 4.3 Use and disclosure procedures

In the event we propose to use or disclose such personal information other than for reasons set out in the above table at **Section 2** or as otherwise outlined in this

Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use unless the same is not required by Privacy Legislation.

Your personal information may be disclosed to organisations that provide services to us in relation to our operations or the products or services we provide to you and, in that case, we will require that those organisations only use and disclose your personal information for the purposes of providing those services.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your personal information.

#### **4.4 Communications opt-out**

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases and notify in writing any person to whom the data has been so provided to cease to use the data in direct marketing if you so request. Any other use or disclosure we make of your personal information will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

### **5. Sensitive information**

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#### **5.1 Sensitive information generally**

Sensitive information is a subset of personal information. It includes information about an individual's identification details (including ID numbers), bank account details, communication records, property information, tracing data, credit information, accommodation information, transaction information, racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

#### **5.2 Collection and use of sensitive information**

In general, we do not collect sensitive information from you that relates to your health, race, political opinions, biometric information, sexual orientation or biometric information and we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by Queclink and will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in **Section 2** above.

#### **5.3 Consent**

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information.

## 6. The personal information of minors

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### 6.1 How Queclink handles the personal information of minors

Our products, websites and services are for adults. Minors should not create their own personal information accounts without the consent of their parents or guardians.

Although laws and customs at different jurisdiction may have different definitions of minors, we usually treat anyone under the age of 14 as minors, unless relevant laws and regulations in certain jurisdiction have higher age definition.

If we discover that the personal information of minors has been collected, we will try to delete the relevant data as soon as practicable.

## 7. Direct Marketing

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### 7.1 Explicit informed consent

We will assume that you have given your explicit and informed consent to us using your personal information set out in the:

- (a) “*General enquiries*”;
- (b) “*Sales*”; and
- (c) “*Marketing Activities*”

sections of the table at **Section 2** of this document above to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (**Direct Marketing Communications**).

### 7.2 Prescribed consent and reasonable expectations of direct marketing

Without limitation to paragraph 6.1, if you have provided prescribed consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your personal information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

### 7.3 Opt-out

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this Section 6, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at the top of this document.

### 7.4 Log keeping

Proper logs of direct marketing calls will be kept so that compliance checks can be conducted by Queclink.

## **8. Credit Information and Credit Reporting**

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### **8.1 Credit information generally**

Privacy Legislation applies to the use and disclosure of credit information, including in relation to the provision of both consumer credit and commercial credit.

### **8.2 Credit information and Queclink**

As we provide terms of payment of accounts, we are effectively a credit provider in relation to any credit we may provide you (in relation to the payment of your account with us).

We use credit related information for the purposes set out in the “Credit information” section of the table at **Section 2** above.

We may also provide credit, financial and other related information to credit reporting agencies, who may share that information with other entities.

## **9. Anonymity and pseudo-anonymity**

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To the extent practicable and reasonable, we will endeavour to provide you with the option of dealing with Queclink on an anonymous basis or through the use of a pseudonym. However, there may be circumstances in which it is no longer practicable for Queclink to correspond with you in this manner and your personal information may be required in order to provide you with our products and services or to resolve any issue you may have.

## **10. Cross Border Disclosure**

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### **10.1 Cross border disclosures**

Any personal information collected and held by Queclink may be disclosed to, and held at, a destination outside of Hong Kong, including but not limited to Australia, where we are located, and China where we utilise third party service providers and have agreements with business associates who assist Queclink with providing its goods and services. Personal information may also be processed by staff or by other third parties operating outside of Hong Kong who work for us or for one of our suppliers, agents, partners or related companies.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist Queclink with providing our products and services to you.

## 10.2 Provision of informed consent

By submitting your personal information to Queclink, you expressly agree and consent to the disclosure, transfer, storage or processing of your personal information outside of Hong Kong. In providing this consent, you understand and acknowledge that countries outside Hong Kong do not always have the same privacy protection obligations as Hong Kong in relation to personal information. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

Privacy Legislation requires that we implement appropriate means for the protection of personal information that has been provided to third parties who are processing your personal information on our behalf.

## 11. Data security and quality

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### 11.1 Queclink's security generally

We have taken steps to help secure and protect your personal information from unauthorised access, use, disclosure, alteration, or destruction. You will appreciate, however, that we cannot guarantee the security of all transmissions or personal information, especially where human error or malicious activity by a third party are involved.

Notwithstanding the above, we will take reasonable steps depending on the circumstances, to:

- (a) make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- (b) protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- (c) destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

### 11.2 Accuracy

The accuracy of personal information depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your personal information; and
- (b) keep us up-to-date with changes to your personal information (such as your name or address).

We provide information about how you can access and correct your information in **Section 12**.

## 12. Access to and correction of your personal information

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You are entitled to:

- have access to any personal information relating to you which we hold, except in some exceptional circumstances provided by law (including Privacy Legislation);
- request the correction of your personal information if the information is inaccurate, out of date, incomplete, irrelevant or misleading;
- withdraw or change the consent you have given to Queclink's use of your personal information;
- direct that we delete your personal information where:
  - our handling of your personal information violates relevant laws and regulations;
  - we collect and use your personal information without obtaining your consent;
  - our handling of personal information violates an agreement with you;
  - you no longer use our products or services, or you deactivate your account with use; or
  - we cease providing you with our products and/or services;
- direct us to deactivate any of your accounts with us.

If you would like to access or correct any records of personal information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the top of this document.

## **13. Resolving Privacy Complaints**

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### **13.1 Complaints generally**

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

### **13.2 Contacting Queclink regarding complaints**

If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your personal information, please contact us:

Telephone: +86 21 51082965

Email: [jfinlayson@intl.queclink.com](mailto:jfinlayson@intl.queclink.com)

Address: **Queclink Wireless Solutions**

3F, 717 Yishan Road, Xuhui District,

Shanghai, China 200233



Please mark your correspondence to the attention of the Privacy Officer.

### 13.3 **Steps we take to resolve a complaint**

In order to resolve a complaint, we:

- (a) will require proof of your identity so that we can confirm that you are the person who you claim to be;
- (b) will liaise with you to identify and define the nature and cause of the complaint;
- (c) may request that you provide the details of the complaint in writing;
- (d) will keep you informed of the likely time within which we will respond to your complaint; and
- (e) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

### 13.4 **Record of complaints**

We will keep a written record of the complaint and any action taken in resolving the complaint.

## 14. **Consent, modifications and updates**

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### 14.1 **Interaction of this Policy with contracts**

This Privacy Policy is a statement of our privacy practises required by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this Privacy Policy into the terms of that contract. In such instances, Queclink may incorporate the terms of this policy such that:

- (a) certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto Queclink, but do create contractual obligations on the other party to the contract; and
- (b) the consents provided in this policy become contractual terms provided by the other party to the contract.

### 14.2 **Acknowledgement**

By using our website, purchasing a product or service from Queclink or otherwise interacting with us, where you have been provided with a copy of our Privacy Policy or had a copy of our Privacy Policy reasonably available to you, you are acknowledging and agreeing:

- (a) to provide the consents given by you in this Privacy Policy unless you inform us otherwise; and
- (b) that you have been informed of all of the matters in this Privacy Policy.

### 14.3 Modifications and updates

We reserve the right to modify our Privacy Policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website). If you do not agree to our continued use of your personal information due to the changes in our Privacy Policy, please cease providing us with your personal information and contact us via the details set out at the top of this document.

## 15. GDPR

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### 15.1 Definitions

In providing our products and services, or collecting and using your Personal Data, we are required to comply with the GDPR where you are in the European Economic Area (**European Union**).

The following defined terms have the associated meanings:

- (a) **“Data Subject”** has the meaning attributed to that term in the GDPR.
- (b) **“GDPR”** means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data, and repealing Directive 95/46/EC; and
- (c) **“Personal Data”** means the Personal Data (having the meaning attributed to that term in the GDPR) of the Data Subjects whose data is processed for the purposes of the provision of our retail services.

### 15.2 GDPR Obligations

If you are in the European Union, then in addition to what is set out in **Sections 1 - 14** above, the following applies to you.

Under the GDPR, Queclink is considered a “data processor” in the provision of its retail services to you. Queclink is considered a “data controller” under the GDPR only in terms of the Personal Data of Queclink’s EU resident employees.

In addition to your rights of access and correction as set out above, as a Data Subject you may:

- (a) **(access)** request access to your Personal Data held by Queclink;
- (b) **(rectification)** request to update or rectify any of the Personal Data that we hold about you by contacting us at the details specified above and request Personal Data updates;
- (c) **(erasure)** withdraw your consent to Queclink’s use of your Personal Data as described in this policy by deletion or erasure of your Personal Data that we hold where that data is no longer required for the purpose for which it was collected;
- (d) **(restriction on processing)** obtain from the controller (usually, this is your employer) a restriction on processing of your Personal Data where:

- (1) accuracy of the Personal Data is contested;
  - (2) the processing by the processor is unlawful (and you oppose erasure but request restriction of use);
  - (3) Queclink no longer needs your Personal Data; or
  - (4) you have objected to processing pursuant to your right to object under Article 21(1) of the GDPR;
- (e) **(data portability)** request that Queclink:
- (1) provides you with a copy of the Personal Data that Queclink holds about you in a portable and machine readable form; or
  - (2) share your Personal Data with a nominated third party.

### 15.3 **Exercising Data Subject rights**

If you wish to exercise any of your Data Subject rights, then please send your request in writing to the details above in section 15.2.

We will process your request promptly and in any event, within one month of receipt of receiving it.

### 15.4 **Complaints**

If you have any concerns in relation to Queclink's collection or processing of your Personal Data, then you also have a right to complain to a supervisory authority (within the meaning of the GDPR).