

Privacy Policy – FIMS Inc. and FIMS Australia Pty Ltd

1. Introduction

At FIMS, we recognise the importance of protecting the privacy of the personal information we collect from our customers. We are committed to and bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) (as amended).

This statement discloses what information we collect and how we use, disclose and store your personal information, as well as how you can contact us and get access to your information. Our privacy policy applies to all your dealings with us whether the dealing is through your personal visits to our office, by telephone, mail, or our website.

2. What personal information do we collect, and how do we get it?

We collect your personal information when it is entered into our online platform, or when you contact us or browse on our website. We also may collect personal information from searches we conduct online.

When you are making enquiries about our products and services, we will usually ask you for your name and the name of your business. Users of our platform may also enter into our platform the names of persons who are vessel crew members and fisheries observers. We may receive a variety of contact details and other information for those persons including but not limited to phone numbers, addresses, and email addresses.

We may also receive personal identification documents such as a driver's licence or passport, or other documents, so that our users can confirm the identity, residence and credentials of a person. Medical records, visa information, and disciplinary records may also be collected when required by our users.

Credit card details and account details for payments may also be collected.

3. What do we use this personal information for?

All information sought is required for our business purposes or those of our users, including:

- Establishing the fisheries information management system which is the core of our business.

- Responding to your enquiries or requests.
- Providing you with our services.
- Helping us to identify other services that might be beneficial to you, and informing you about them and items of interest.
- Evaluating the needs of our customers and to develop new services.
- Internal accounting and administration.
- Protecting you and us from fraud.
- Setting up an account.

When you visit our website, we may collect the above information from you if you provide it to us. We may also collect logging information about website activities (e.g. date and time of visits, the number of pages viewed, your operating system, etc) using “cookies”, as commonly used by most other websites. A cookie is a packet of information that allows the hosting computer to identify and interact with you. The cookies do not identify any personal information but may provide us with statistical information that we can use to analyse our services. If your computer does not allow the placement of cookies, your navigation on our website may be restricted.

We may also use analytics tools to collect and process information including location and device data, website product impressions, and traffic and engagement. Your personal information may be shared with any members of FIMS Inc., its subsidiaries, and users of its platform.

We assume we have your consent to use your personal information for the above purposes, unless you advise us not to.

If you do not want us to contact you or send you information, please let us know by emailing support@ifims.com .

4. What other data do we collect, how do we get it and what do we use it for?

A variety of data may be uploaded by users of our platform about our customers, vessel crew members and fisheries observers, including but not limited to job titles, nationality, vaccination details, date of birth, gender, and any other documentation which our platform users may upload.

5. Opting Out

You may opt out of receiving promotional materials from us, by emailing support@ifims.com.

6. Disclosure of your information to parties outside the FIMS Group

As a general principle, FIMS will not provide any unrelated party (including any overseas recipients) with any personal information it has collected about you. Exceptions may occur where:

- FIMS believes in good faith that you have consented;
- we may use external service providers e.g. mailing houses to mail or email materials to you. The information will be provided to our external service providers on a confidential basis for the purposes of our business only, and we will take reasonable steps to ensure that it is dealt with according to the same high standards as we use;
- a law enforcement agency, or other government agency, is exercising its legal authority and has asked FIMS to provide access to that information;
- you are in default of a hire contract or other contractual commitment to us, in which case we may need to release your details and the relevant history of your transactions with us to our legal advisers, debt collection agencies, credit reference bodies, or industry associations; or
- we are asked to share that information with a credit bureau or reporting agency, and

Other than the purposes above, we will not disclose your information unless with your express consent, or as required or authorised by law.

Please note however, that the personal information stored in the FIMS platform is entered by and accessible to our customers/users, and we do not control their use or dissemination of this information.

7. Protecting your personal information

We store information in different ways, including hard copies and electronic form. We take all reasonable care to ensure that the personal information about you is protected from loss, misuse or alteration. We also have electronic security systems in place to protect your personal information transmitted through our website.

8. Gaining access to your personal information

The data entered into and stored in our system is owned and controlled by our customers, not by FIMS Inc., and if you wish to exercise your right to access the personal information we store about you, please contact the customer who has uploaded the information to our platform and request that they provide you with this information or authorize us to do so. If you have any difficulties in accessing that information, please contact us and we will raise this issue with the relevant customer.

9. Keeping your personal information accurate and up to date

If you believe that the information we hold about you is inaccurate, incomplete, or out of date, please contact the customer who has uploaded the information to our platform and ask them to correct it. If you have any difficulties in correcting any inaccurate information, please contact us and we will raise this issue with the relevant customer.

10. Dealing with us

You can refuse to provide us with your personal information if you are making general inquiries about our products and services. However, we may not be able to answer your requests in some cases, or conduct business with you, if you refuse to disclose the personal information that we require.

11. Contacting us

To obtain more information about our privacy policy and how we manage your personal information, please call +692 457-0576 to speak to us, or you may write to us at PO Box 13015 Majuro, MH 96960 or email support@ifims.com.

If you have any complaint about the effect of our Privacy Policy on you or a suspected or actual breach of the APPs by us, please write to us directly at the same address. Your complaint will then be considered and we will endeavour to provide you with a written response within 30 days of receipt of your complaint. If you are not satisfied with the outcome of your complaint, please notify the Privacy Office in writing. You may also refer your complaint to the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/about-us/contact-us>.