

## HONE PRIVACY POLICY – May 2021

Welcome to Hone, putting the power of a laboratory into the palm of your hand. Our innovative handheld scanning device and the Hone Create Platform allows users to obtain rapid, cost-effective and accurate compositional analysis of materials, making chemical characterization that previously took days or weeks, routine. Collection and analysis of your data is essential to the operation of the Hone software and services. As a result, data protection and privacy compliance are essential to our business.

You may choose not to give your personal information to us. However, if you choose not to give us your personal information, we may not be able to provide our software and services to you. By providing us with your personal information you consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

If you have any questions about this policy, please contact the privacy officer in charge at [info@honeag.com](mailto:info@honeag.com) or write to:

The Privacy Officer

Hone Pty Ltd PO Box 538  
NEWCASTLE 2300 NSW  
Australia.

### 1. THE INFORMATION WE COLLECT AND HOW WE COLLECT IT

- (a) The types of personal information and personal data that we collect directly from you or from third parties may include (but is not limited to) your name, address, email, telephone numbers, job title and industry and those of the personnel who work or represent you.
- (b) Whenever it is reasonable and practicable to do so we will collect information about you directly from you. This includes collecting information when you request services from Hone or when you arrange a demonstration of our products and services.
- (c) We may also collect information about you (including personal information) from our services' functionality. Information and results from the use of our products and services may be associated with your user account. We may also collect personal information from you via websites or cookies.
- (d) Some of our products and services record location data (including GPS co-ordinates and information derived from such GPS coordinates). This location data may be associated with your user account and your use of the products and services.
- (e) To register as a user with Hone, you are asked to provide us with personal information, including your name, employer name, role / title, email address, phone number and address. This information about you may also be entered on the Hone platform by your employer in order for you to use the platform.
- (f) If you want to contribute to any Hone feedback or help forums, you are required to register using an email address and username.

### 2. HOW THAT INFORMATION IS USED

We may use your personal information for the following purposes:

- (a) to provide our products and/or services to you, and to provide other requested information to you;
- (b) to investigate and respond to claims from you;
- (c) to contact you, where necessary;
- (d) to process any application for employment that you make;
- (e) to perform analysis and to report breach incidents;
- (f) to tailor your experience with our services, software, website or other services and to direct you to content we believe will be of interest to you;
- (g) to provide you with information in connection with complementary products and services to those of Hone;
- (h) to refine our database and platform services, including to build testing and algorithm functionality;

- (i) for product and service development and to share positive testimonials with others;
- (j) to transfer any of the assets and or operations of Hone to another party;
- (k) unless you have indicated otherwise, opted-out or it is prohibited by applicable laws, to provide information about products and services which we expect may be of interest to you. However, in each marketing message you will be provided with the ability to opt-out from receiving future marketing messages; and
- (l) for other purposes required or permitted by applicable law.

If you receive promotional information from Hone and do not wish to receive this information any longer, you may remove your name from our list by contacting Hone at [info@honeag.com](mailto:info@honeag.com) asking to be removed from our mailing list or follow the instructions in any marketing communication you receive.

### 3. WHO WE DISCLOSE THAT INFORMATION TO

- (a) As described in paragraph 5 below, the nature of the Hone platform means that you may elect to disclose or share personal information with third parties using the platform. We do not take part in or verify the conduct of such sharing and disclosure, and under our terms of supply you must ensure that any such activities comply with all applicable laws, including applicable data protection laws.
- (b) We may disclose your personal information to third party service providers who assist us to facilitate the software and services that we provide. These third parties may be located in various countries. They provide services in connection with our products and services, for example by providing hosting, legal, accounting or marketing services or other support services. We take steps to ensure that such third parties maintain the security and confidentiality of personal information and to process such information in accordance with Hone's instructions.
- (c) Any personal information supplied to Hone or any of its subsidiaries may (as permitted by and in accordance with applicable law) also be shared within the internal company group to facilitate our business activities across countries and the provision of our products and services.
- (d) We may also disclose your personal information to others outside our group of companies where:
  - (i) we are required or authorised by law to do so;
  - (ii) you may have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances.
- (e) If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

### 4. HONE CAN AGGREGATE YOUR NONPERSONALLY IDENTIFIABLE DATA

- (a) By using our products and services, you agree that we can access, aggregate and use non-personally identifiable data we collect from you.
- (b) Without limiting how we may use this aggregated non-personally identifiable data, we may use it to:
  - (i) provide products and services to our customers;
  - (ii) enhance and improve our products and services, and to develop new products and services (including by commercialising the aggregated non-personally identifiable data and creating data-based products and services);
  - (iii) assist us to better understand how our customers are using our products and services; and
  - (iv) otherwise undertake our own business activities.

### 5. YOU ARE RESPONSIBLE FOR TRANSFER OF YOUR DATA TO THIRD-PARTY APPLICATIONS

Our products and services may allow users to transfer data, including personal information, electronically to and from third party applications. This includes "Third Party Providers" as described in

in our Terms of Business. We have no control over, and takes no responsibility for, the privacy practices or content of these applications. You are responsible for checking the privacy policy of any such applications so that you can be informed of how they will handle personal information. Each of those third party providers have their own privacy policy, which governs their receipt, storage and use of information and data received by them as part of those applications. Further information about the privacy policies of those third parties is available when you order the relevant product or service via our app or website.

## **6. KEEPING INFORMATION SECURE**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised or accidental access, and modification, processing, erasure or disclosure. Your data will be held in the hosted servers secured with fire-wall protection with the objective of maximising confidentiality and the security of your data.

## **7. FOR HOW LONG DOES HONE KEEP PERSONAL INFORMATION?**

The time period for which we keep information varies according to what the information is used for. In some cases there are legal requirements to keep information for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will keep personal information for so long as it is necessary for the purpose for which it was collected or for such other purposes for which consent has been obtained.

## **8. ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION**

- (a) You may access or request correction of the personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.
- (b) There is no charge for requesting access to your personal information but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).
- (c) We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date and complete.

## **9. HONE COOKIES**

- (a) A cookie is a small data file that contains information about a visit to a web site. This information is provided by an individual's computer the first time it visits a web server. The server records this information in a text file and stores this file on the hard drive. When

that individual visits the same web site again the server looks for the cookie and structures itself based on the information provided.

- (b) Most browsers are initially set up to accept cookies, but they can be reset to refuse all cookies or to warn you before accepting cookies. We use cookies to help us improve our service to visitors to our site and to ensure that our site stays easy to navigate and useful.
- (c) We also work with third party advertising and personalisation partners that use cookies to help us display personalised content and web advertisements across the internet based on someone's past visits to our website. Cookies placed by our third party partners also assist us with measuring the performance of our advertising campaigns. You can decide whether or not to accept cookies through your internet browser's settings.

## **10. COMPLAINTS AND DISPUTE RESOLUTION**

- (a) If you have a complaint about how we have collected, used or disclosed your personal information, or if we have not corrected or provided you access to your personal information, then you may contact our Privacy Officer to make a complaint at the email or address detailed above.
- (b) We will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information by reference to the principles contained in this Policy. If we fail to respond to your concerns, or if you are dissatisfied with the response that you receive from us, you may have the right, depending on the jurisdiction, to make a complaint to the applicable regulator.
- (c) We will cooperate with all applicable authorities to resolve any data protection dispute.

## **11. CHANGES TO THE PRIVACY POLICY**

- (a) If our information practices change, we will post these changes on the website <https://www.honeag.com/documents>. We encourage you to review this Privacy Policy periodically.
- (b) If we change material terms of this Privacy Policy, we will provide notice of the revised policy on our website 30 days prior to the changes becoming effective. We will also take other steps as necessary depending on the nature of the changes, including obtaining your consent or providing you with the opportunity to delete your Personal Information, where required by local data protection laws.