

## Condor Investigate – Privacy Policy

At Distillery Software, we take privacy very seriously. This privacy policy communicates to You how we treat personal information and the data you collect in using the Condor Operations Service. We encourage You to read this Policy carefully.

The defined terms in this Policy have the same meaning as in our Terms of Use, which You should read together with this Policy. By accessing our Website and using our Service, You consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

### Distillery Software collects Your personal information

Distillery Software is a provider of Condor Investigate, an online service for preparing, managing and conducting investigative case management and associated activities.

The Service involves the storage of Your Personal information and the Personal information of other Invited Users. “Personal information” is information about an identifiable individual, and may include information such as the individual’s name, email address, telephone number and payment details.

Distillery Software may collect personal information directly from You when You:

- register to use the Service,
- use the Service,
- contact the Distillery Software support team, and
- visit our Website.

You can always choose not to provide Your personal information to Distillery Software, but it may mean that we are unable to provide You with the Service.

### Distillery Software collects, holds, and uses Your personal information for limited purposes

Distillery Software collects Your personal information so that we can provide You with the Service and any related services You may request. In doing so, Distillery Software may use the personal information we have collected from You for purposes related to the Services including to:

- verify Your identity,
- administer the Service,
- notify You of new or changed services offered in relation to the Service,
- carry out marketing or training relating to the Service,
- assist with the resolution of technical support issues or other issues relating to the Service,
- comply with laws and regulations in applicable jurisdictions, and
- communicate with You.

By using the Service, You consent to Your personal information being collected, held and used in this way and for any other use You authorise. Distillery Software will only use Your personal information for the purposes described in this Policy or with Your express permission.

## Distillery Software will only access or use your Data for limited purposes

The Condor Investigate Service involves the collection of data by You or Your Invited Users about People and Organisations, which will be held on Condor Investigate servers. Distillery Software will not use or share your data with any third parties without your express consent. However, Distillery Software may from time to time require access to your Data to assist you, for the following purpose:

- diagnose a support issue you have reported
- resolve an issue impeding your ability to use the Service

By accepting the Terms of Use, you provide your consent for Distillery Software to access your data for this purpose. Where possible, we will advise you when your Data is accessed.

## Distillery Software holds your data on servers located in Australia

We use a top tier, third party data hosting provider (Microsoft Azure) to host our Services on servers located in Australia. If you are a non-Australian resident, this means that your Data will be transferred to Australia. If You do not want Your data to be transferred to a server located in Australia, You should not provide Distillery Software with Your personal information or use the Service.

## Distillery Software takes steps to protect your personal information

Distillery Software is committed to protecting the security of Your Data and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your data is stored on secure servers, and all data transferred between You and the Service is encrypted.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that Your information will be secure at all times. Transmission of personal information over the Internet is at Your own risk and You should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise You at the first reasonable opportunity upon discovering or being advised of a security breach where Your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

## Distillery Software only discloses Your Personal Information in limited circumstances

Distillery Software will only disclose the personal information You have provided to us to entities outside the Distillery Software group of companies if it is necessary and appropriate to facilitate the purpose for which Your personal information was collected pursuant to this Policy, including the provision of the Service.

Distillery Software will not otherwise disclose Your personal information to a third party unless You have provided Your express consent. However, You should be aware that Distillery Software may be required to disclose Your personal information without Your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify You if we are required by law to disclose Your personal information.

[This policy may be updated from time to time](#)

Distillery Software reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this Website. Distillery Software will make every effort to communicate any significant changes to You via email or notification via the Service. Your continued use of the Service will be deemed acceptance of any amended Policy.

Last updated: August 2022