

***TADWA Remote Assistance Policy
(Computer Services)***
Objective 3: Efficient and Effective Management

Definitions

This policy and procedures are to ensure that TADWA adheres to quality practices and that effective and efficient controls are maintained regarding the use and care of private information of TADWA Computer Services customers when providing Remote Assistance.

TADWA respects the privacy of customer information and is committed to protect the personal information that they share with us. When TADWA does need personal information to provide services that are requested by remote assistance users or when customers choose to provide TADWA with their personal information, this policy describes how TADWA will collect and use this personal information.

TADWA uses a couple of methods of providing remote help via an Internet connection to customer computers (should one be available) so that a technician may resolve their Help Desk inquiry. We will not ever force customers to use this service, however it is a FREE method of assistance. Not every problem can be solved via remote connection. This policy is designed to identify privacy issues and illustrate the steps taken to ensure their privacy.

Information Collection

Personal information means any information that may be used to identify an individual, including, but not limited to, a first and last name, email address, telephone number a home, postal or other physical address, birth date, gender and such other information when needed to provide a service that a customer may request.

As customers use remote login software (either Microsoft Remote Assistance or LogMeIn), certain anonymous information can be passively collected (that is, gathered without your actively providing the information) using various technologies, such as cookies, Internet tags or web beacons, and navigational data collection (log files, server logs). A customers internet browser automatically transmits to these programs some of this anonymous information, such as the URL of the web site they just came from and the Internet Protocol (IP) address and the browser version their computer is currently using; the date and time they access the software and the pages that they access while using the software. This information is used to help improve the software, analyze trends and administer the software. A customer may set their browser to notify them when a cookie is sent or to refuse cookies altogether, but certain features of this software might not work without cookies.

LogMeIn collects personal information when a customer elects to use this software on a free trial basis and TADWA specifically "opts out" of receiving direct marketing or market research information.

Cookies and Tracking Technology

A cookie is a small data file that certain Web sites write to a hard drive when someone visits them. Cookies cannot be used to run programs or deliver viruses to a computer. A cookie file can contain information such as a user ID that the site uses to track the pages visited, but the only personal information a cookie can contain is information a website visitor may supply themselves. A cookie can't read data off a hard disk or read cookie files created by other sites. Most web browsers automatically accept cookies, however it is possible to modify browser setting to decline cookies.

Data Security

A customers personal information is protected for privacy and security. TADWA when using Microsoft Remote Assistance or LogMeIn safeguards the security and confidentiality of the data a customer send us with physical, technical, and managerial procedures. While we strive to protect a customers personal information, we cannot ensure the security of the information transmitted to us, and so we urge customers to take every precaution to protect their personal data when on the Internet.

Changes to this Privacy Policy

TADWA will amend this policy from time to time. If we make any substantial changes in the way it treats website visitors personal privacy or data we will update on the website.

Acceptable Use

This Acceptable Use section sets forth guidelines for acceptable use of Microsoft Remote Assistance and LogMeIn's software. By signing a Support Service Agreement or other such request for assistance from TADWA the Customer acknowledges, has read, understood and agrees to comply with the terms of this policy.

General Conduct

TADWA Staff / Volunteers and Customer must use the Microsoft Remote Assistance or LogMeIn software only in a manner consistent with the permitted use of such software. TADWA Staff / Volunteers and Customer may not assign, transfer, distribute, resell, lease or otherwise provide access to any third party information or assistance received from the use of such software, unless it contravenes lawful purposes (ie if illegal pornography is discovered on your system during a remote session, the appropriate authorities will be notified).

Responsibility for Content

LogMeIn takes no responsibility for any Customer or User content created, accessible or delivered on or through the LogMeIn software. LogMeIn does not

monitor or exercise any editorial control over such content. Customer is solely responsible for (i) any content published or made available through the LogMeIn software by Customer and TADWA Staff or Volunteers and (ii) compliance with all laws applicable to the publication and distribution of such content. Customer shall be solely responsible for maintaining a copy of its content.

Chatting, Email and Spam

TADWA Staff / Volunteers and Customers shall not use the Microsoft Remote Assistance or LogMeIn software to send unsolicited e-mail messages or postings or chat messages, including, without limitation, bulk commercial advertising or informational announcements ("Spam").

Turning off remote help

TADWA Customers have the right to ask for instructions to disable the ability of TADWA Staff / Volunteers using Microsoft Remote Assistance or LogMeIn software on their system. Please note this software only works on those with a working Internet connection. So no Internet connection or disabling the software, and you will need to receive other methods of assistance (for which fees may apply).

Security Violations

TADWA Staff / Volunteers and Customers are prohibited from violating or attempting to violate the security of the Microsoft Remote Assistance or LogMeIn software, or any third party network, system, server, or account, including, without limitation, engaging in any of the following activities: (a) accessing data, servers, accounts, databases, etc. which such Customer is not authorized to access, (b) impersonating TADWA Staff / Volunteer personnel or engaging in any other pretexting, (c) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization, (d) attempting to interfere with, disrupt or disable service to any user, host or network, including, without limitation, via means of overloading, "flooding," "mailbombing," "denial of service" attacks, or "crashing," (e) forging any TCP/IP packet header or any part of the header information in any e-mail or posting, (f) taking any action in order to obtain services to which such Customer is not entitled, or (g) attempting to utilize another party's account name or persona without authorization from that party.

LogMeIn or Microsoft Remote Assistance does not send emails asking for a user's username and password or its Windows username and password. To keep the software secure, TADWA Staff / Volunteers and Customers should keep all usernames and passwords confidential.

LogMeIn Rights and Remedies

If a TADWA Customer, Staff member or Volunteers becomes aware of any content or activity that violates this policy, they shall take all necessary action to prevent such action and report the instance to tadwasupport@westnet.com.au. Similarly, if

TADWA Staff or Volunteers notice activity or content that violates this policy then they must inform tadwasupport@westnet.com.au.