

CARBON PLANET PRIVACY POLICY

V4 — 17 May 2005

SUMMARY

Carbon Planet is concerned about your privacy and takes care when gathering, storing, using, and disclosing your Personal Information. Carbon Planet will not disclose your Personal Information unless such disclosure is required to fulfil requests made by you, or is otherwise required by law. This summary is intended as a general overview only.

1 INTRODUCTION

- 1.1 Carbon Planet Pty Ltd ABN 11 091 160 897 (in this Agreement referred to as “Carbon Planet”, “our”, “we” or “us”) is committed to the responsible collection, storage and use of your Personal Information in accordance with the Commonwealth of Australia Privacy Act 1988 (“Act”).
- 1.2 This Privacy Policy is intended to provide a general overview of our policies in respect of the handling of your Personal Information.
- 1.3 Please be aware that other policies may override this Privacy Policy in certain circumstances. For example, when we collect Personal Information from you, we may advise a specific purpose for collecting that Personal Information that is different from any purpose discussed in this Policy. In such cases, we will handle your Personal Information for the stated purpose, which will apply instead of any purpose indicated in this Policy.
- 1.4 This Policy is intended to cover most Personal Information handled by us, but is not exhaustive. If you have any queries about our management of your Personal Information, you are encouraged to contact us for further information. No general exemptions under the Act apply to us, or to any of our acts or practices.

2 DEFINITIONS

In this Agreement:

- 2.1 “**Act**” means the Commonwealth of Australia Privacy Act 1988.
- 2.2 “**Certificate**” means a certificate that represents one tonne of carbon dioxide abated by the activity in respect of which it was created.
- 2.3 “**Certificate Provider**” means a provider of Certificates from which Carbon Planet purchases Certificates for re-sale to you.
- 2.4 “**Certificate Scheme**” means any applicable statutory scheme that governs dealings with respect to a particular type of Certificate sold by us, including the creation, buying and selling of such Certificates.
- 2.5 “**Mailing List**” refers to any mailing list maintained by us through which messages are transmitted to you by various means, including,

but not limited to, email, fax, the postal service and/or SMS.

- 2.6 “**Online Services**” includes any services provided via the internet (including email and web pages).
- 2.7 “**Personal Information**” means any information or opinion about you that is capable of identifying you.
- 2.8 “**Privacy Policy**” means this privacy policy.
- 2.9 “**Web Site**” means Carbon Planet’s web site, located at www.carbonplanet.com.

3 COLLECTION OF PERSONAL INFORMATION

- 3.1 We will collect your Personal Information directly from you whenever possible.
- 3.2 We will limit the Personal Information we collect to that which is necessary for our activities.
- 3.3 We may collect Personal Information from you whenever you communicate with us, including, but not limited to, when you phone us, fax us, email us, or submit information to us through our Web Site.
- 3.4 When collecting Personal Information, we will endeavour to make you aware of the purposes for which the information is being collected by us, the organisations to which we would usually disclose your information, and any consequences for you if you fail to provide any information that is requested by us.

4 TRANSMISSION OF PERSONAL INFORMATION

- 4.1 If you provide any Personal Information to us via our Online Services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated to you beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).

5 PERSONAL INFORMATION STORED

- 5.1 The Personal Information about you we may collect and hold includes, but is not limited to:
 - 5.1.1 Your name.
 - 5.1.2 Your addresses.
 - 5.1.3 Your telephone numbers.
 - 5.1.4 Your email addresses.
 - 5.1.5 Your credit card information (where you have requested an ongoing subscription).
 - 5.1.6 Orders you have placed.
 - 5.1.7 Payment details.
 - 5.1.8 Your current Certificate holding.
 - 5.1.9 Your current Mailing List subscriptions.
 - 5.1.10 Emails you have sent to us.
 - 5.1.11 Emails we have sent to you.
 - 5.1.12 Notes of telephone conversations between us and you.

5.1.13 Other records of communications between us and you.

5.2 We do not hold any sensitive information about you unless you provide it to us.

5.3 Our Web Site server automatically collects various items of information when you use our Web Site, including:

5.3.1 Your IP (Internet Protocol) address (which, in general terms, is a unique identifier assigned to your computer when it is connected to the Internet).

5.3.2 The operating system and internet browser software you are currently using.

5.3.3 The data that you download (such as web pages or other document files or software), and the time that you downloaded it.

Although, in some circumstances, it may be possible to identify you from this information, we do not attempt to do so, and only use this information for statistical analysis, system administration, and similar related purposes. This information is not disclosed to any other party.

5.4 Our Web Site uses cookies. However, the cookies we issue are for use only by our Web Site. Our web pages do not include items (e.g. images) that can invoke third-party cookies.

6 STORAGE OF PERSONAL INFORMATION

6.1 We will take reasonable steps to store your Personal Information so as to prevent unauthorised access, modification, disclosure, misuse, and loss.

6.2 We store your Personal Information securely, and have policies and procedures intended to ensure that your Personal Information is not misplaced or misused, and that unauthorised access to, or modification or disclosure of, your Personal Information does not occur.

6.3 Security measures we employ include:

6.3.1 Maintaining our computer systems at a high security patch level.

6.3.2 Use of non-guessable passwords.

6.3.3 Disk encryption of laptop computers.

6.3.4 Ensuring that all passwords are encrypted during transmission.

6.3.5 Regular monitoring and improvement of our practices and systems to ensure the effectiveness of our security policies.

6.4 Carbon Planet may choose to destroy your Personal Information when it is no longer required (and as permitted by law). However, Carbon Planet reserves the right to store your Personal Information indefinitely so as to act as a permanent legal record of its relationship to you.

7 USE OF PERSONAL INFORMATION

7.1 We will use your Personal Information to:

7.1.1 Maintain a coherent long-term customer relationship with you.

7.1.2 Provide you with information that you request.

7.1.3 Process your orders.

7.1.4 Contact you for the purpose of confirming your orders and any necessary follow-up related to your orders.

7.1.5 Contact you for the purpose of sending you information concerning products related to your previous orders.

7.1.6 Provide a summary of your previous orders and current Certificate holding.

7.1.7 Make available to you in the future other products and services we have not yet created.

7.2 We will generally only use or disclose your Personal Information for the purpose for which we collected it, and for related purposes we consider will be within your reasonable expectations. Otherwise, we will seek your consent prior to using or disclosing your Personal Information for another purpose, unless we are required or permitted by law to do so without seeking your permission.

8 MAILING LISTS

8.1 Carbon Planet maintains Mailing Lists. If you place an order or otherwise request for us to contact you, you consent to us subscribing you to one or more of these Mailing Lists, unless you have indicated otherwise. You can subscribe or unsubscribe to these Mailing Lists at any time via our Web Site.

8.2 Each message posted to a Mailing List will contain our contact details as the sender of the message, and clear instructions on how to unsubscribe.

8.3 If you have consented to us subscribing you to one or more of our Mailing Lists, from time to time, we may decide to post you a message via a Mailing List describing a relevant third-party product or service. In such cases, we will always perform the posting, not the third party. We will not disclose your Personal Information to such third parties.

9 ACCESS TO PERSONAL INFORMATION

9.1 We endeavour to ensure that you can view and correct most of your Personal Information by logging into our website using your private login information. However, if you feel the need to make a formal request to us:

9.1.1 You may contact us to request access to the Personal Information about you that we hold. We may refuse to allow you to access your Personal Information if we are legally required or entitled to do so.

9.1.2 We may require you to pay a fee in order to access your Personal Information held by us. We will advise the amount of the fee

payable (if any) once we have assessed your application for access. Any request for access to Personal Information will not incur a fee.

9.1.3 If you lodge a request for access, we may provide you with access to your Personal Information in any of a number of ways (including, for example, supplying you with a copy of your Personal Information, or providing you with the opportunity to view your Personal Information). To the extent permitted by law, Carbon Planet reserves the right to provide this information in electronic form.

9.2 If you establish that any Personal Information we hold about you is not accurate, complete and up-to-date, we will amend our records accordingly. Please notify us if your personal details change so that we may keep our records up-to-date.

10 DISCLOSURE OF PERSONAL INFORMATION

10.1 We may disclose your Personal Information to:

10.1.1 Certificate Providers — for the purpose of transferring Certificates to you.

10.1.2 Certificate Schemes — for the purpose of transferring Certificates to you.

10.2 We take reasonable care to ensure that information we disclose to other organisations is used by those organisations only for the limited purposes for which we have provided it. However, we cannot guarantee such use by other organisations.

10.3 We will ensure that if we transfer your Personal Information to another organisation outside of Australia, it will be subject to privacy regulation similar to that which applies in Australia, unless you have consented or we are otherwise legally entitled or required to transfer your information.

11 THIRD PARTY SERVICES

11.1 If any of our Online Services (including any email messages we send to you) contain links to other Online Services that are not maintained by us ("**Other Services**"), or if Other Services link to our Online Services, we are not responsible for the privacy practices of the organisations that operate those Other Services, and by providing such links we do not endorse or approve the Other Services.

12 CHANGES TO THIS POLICY

12.1 We reserve the right to amend this Privacy Policy at any time. You may obtain a copy of the current version of the Privacy Policy by visiting the Carbon Planet website at www.carbonplanet.com.

13 MORE INFORMATION

13.1 If you believe that a breach of your privacy has occurred, please contact us to discuss your concerns.

13.2 Please contact us if you require further information about the ways we manage your Personal Information.

14 CONTACT INFORMATION

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Adelaide SA 5000
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— End of Privacy Policy —