



GIS-Pax Pty Ltd

Privacy Policy

Public website policy

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Document information

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Owner	Commercial Manager, GIS-Pax Pty Ltd
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Applies to	All visitors to the GIS-Pax website and individuals who interact with GIS-Pax
Contact	security@gis-pax.com

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1.0	15 June 2026	GIS-Pax	First published version.

1. Introduction

GIS-Pax Pty Ltd (**GIS-Pax**, **we**, **us** or **our**) develops and licenses specialist software used by oil and gas, energy, geoscience and research professionals for prospect evaluation, volumetric analysis, portfolio management, ranking and geospatial workflows. We value the privacy of the people we deal with and are committed to protecting the personal information we hold.

This Privacy Policy explains how we collect, hold, use and disclose personal information, and how you can access or correct the personal information we hold about you. It applies to personal information collected through our website at www.gis-pax.com and through our broader dealings with customers, prospective customers, suppliers, job applicants and other individuals.

GIS-Pax is based in Australia and handles personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. Our website is accessed by visitors in Australia and internationally. Where we collect personal information from individuals located outside Australia, we will also have regard to privacy laws that apply to that information, to the extent they are relevant to our activities.

By using our website, or by providing personal information to us, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.

2. Information we collect

The personal information we collect depends on how you interact with us. It may include:

- **Identity and contact details:** your name, job title, employer or organisation, business email address, postal address and telephone number.
- **Enquiry and correspondence information:** the content of enquiries you submit through our contact forms, by email or by telephone, including details of your interest in our products and services.
- **Training and event information:** details you provide when registering for training courses, webinars or events, such as your name, organisation, role and dietary or accessibility requirements where relevant.
- **Newsletter and marketing preferences:** your email address and the preferences you set when subscribing to, or unsubscribing from, our newsletters and updates.

- **Customer support information:** information you provide when raising a support enquiry, including details of the issue, the products you use and relevant technical information.
- **Recruitment information:** if you apply for a role with us, your curriculum vitae, employment history, qualifications, references and other information relevant to your application.
- **Technical and website usage information:** your IP address, browser type and version, device and operating system information, referring website, the pages you view, and the dates and times of your visits. This information is collected through analytics tools and cookies (see section 5).

We do not generally collect sensitive information (such as information about your health, racial or ethnic origin, religious beliefs or memberships). We will only collect sensitive information where it is reasonably necessary for our functions or activities and you have voluntarily provided it or otherwise consented to its collection.

You are not obliged to provide your personal information to us. However, if you choose not to, we may be unable to respond to your enquiry, register you for an event, provide support, or consider your job application.

3. How we collect information

We collect personal information in a number of ways, including:

- **Directly from you:** when you complete a form on our website, subscribe to our newsletter, register for training or an event, contact us by email or telephone, raise a support request, apply for a role, or otherwise correspond with us.
- **Automatically:** when you visit our website, through cookies, analytics tools and server logs that record technical information about your visit (see section 5).
- **From third parties:** for example, from recruitment agencies, referees, our customers (such as where an authorised contact registers colleagues for training), publicly available sources, or business partners, where it is reasonable and practicable to do so.

Where we collect personal information about you from a third party, we take reasonable steps to ensure that you are made aware of the matters set out in this Privacy Policy.

4. Why we collect, hold and use information

We collect, hold and use personal information for purposes connected with our business, including to:

- respond to your enquiries and provide you with information about our products and services;
- provide, administer and support our software products, licences, training and services;
- manage registrations for, and delivery of, training courses, webinars and events;
- send you newsletters, product updates and marketing communications where you have requested them or where we are otherwise permitted to do so (see section 6);
- manage our relationship with customers, suppliers and business partners, including billing and account administration;
- assess and process job applications and conduct recruitment activities;
- operate, maintain, secure and improve our website and understand how it is used;

- protect the security and integrity of our systems and detect and prevent fraud or misuse; and
- comply with our legal and regulatory obligations.

If we intend to use or disclose your personal information for a purpose other than that for which it was collected, we will only do so where permitted under the Privacy Act, for example where the secondary purpose is related to the original purpose and within your reasonable expectations, or where you have consented.

5. Website analytics and cookies

Our website uses cookies and similar technologies to function correctly, to remember your preferences, and to help us understand how visitors use the site. A cookie is a small text file placed on your device when you visit a website.

We use both session cookies (which expire when you close your browser) and persistent cookies (which remain until they expire or are deleted). The cookies we use may include:

- **Essential cookies** that are necessary for the website to operate and cannot be switched off in our systems;
- **Analytics cookies** that help us measure and improve the performance of our website by collecting information about how it is used; and
- **Preference cookies** that allow the website to remember choices you make.

We use third-party analytics services, such as Google Analytics, to help us analyse website traffic. These services may set their own cookies and process information (including your IP address) on our behalf. The information generated is used to compile reports about website activity and usage.

You can control and manage cookies through your browser settings, including deleting cookies that have already been set and preventing new cookies from being placed. Please note that disabling some cookies may affect the functionality of our website. For more information about managing cookies, refer to your browser's help documentation.

6. Marketing communications

Where you have subscribed to our newsletter or otherwise indicated that you would like to receive updates, we may send you marketing communications about our products, services, training and events. We handle marketing communications in accordance with the Privacy Act and the **Spam Act 2003 (Cth)**.

Every marketing email we send includes a simple way to unsubscribe. You can opt out of receiving marketing communications at any time by using the unsubscribe link in the relevant email or by contacting us using the details in section 13. We will action your request within a reasonable period. Please note that, even if you opt out of marketing, we may still send you communications that are necessary for the products and services we provide to you, such as service and support notifications.

7. Disclosure of information

We do not sell personal information. We may disclose your personal information to:

- **Service providers and contractors** who perform functions on our behalf, such as cloud hosting, email delivery, website analytics, customer relationship management, payment processing for invoicing, IT support and professional services;

- **Our professional advisers**, such as accountants, auditors and lawyers, where reasonably required;
- **Related entities and business partners** involved in providing our products and services;
- **Government agencies, regulators, courts or other parties** where required or authorised by law, or to protect our rights, property or safety, or that of others; and
- **A purchaser or successor entity** in connection with an actual or proposed sale, merger or reorganisation of our business, subject to appropriate confidentiality arrangements.

Where we engage service providers, we take reasonable steps to require them to handle personal information consistently with this Privacy Policy and applicable privacy laws.

8. Overseas disclosure and international service providers

GIS-Pax uses reputable third-party service providers, including cloud-based hosting, email and analytics services, some of whom may store or process personal information outside Australia. Depending on the providers we use from time to time, your personal information may be handled in countries that may include the United States, the United Kingdom, the European Union and other locations where our service providers operate data centres or support functions.

Where we disclose personal information to overseas recipients, we take steps that are reasonable in the circumstances to ensure those recipients handle the information consistently with the Australian Privacy Principles, for example through contractual arrangements. You acknowledge that, by providing your personal information to us, overseas recipients may be located in jurisdictions where you may not be able to seek redress under the Privacy Act and where laws may not provide the same level of protection as Australian law.

9. Data storage and security

We take reasonable steps to protect any personal information we may hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include a combination of technical, physical and organisational measures such as access controls, the principle of least privilege, multi-factor authentication where supported, encryption of information in transit, the use of secure cloud-hosted services where applicable, and staff awareness of their security responsibilities. Further information about our security practices is set out in our Security & Privacy Statement.

While we work to protect personal information, no method of transmission over the internet or method of electronic storage is completely secure. We cannot guarantee the absolute security of information transmitted to or stored by us. You also have a role to play in protecting your information, for example by keeping any account credentials confidential.

10. Data retention

We retain personal information only for as long as it is needed for the purposes for which it was collected, or as required to meet our legal, accounting, contractual or regulatory obligations. The period for which we retain information varies depending on the type of information and the purpose for which it is held.

When personal information is no longer required, and we are not required by law to retain it, we take reasonable steps to destroy it or to de-identify it.

11. Access and correction

You have the right to request access to the personal information we hold about you, and to ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, please contact us using the details in section 13.

We will respond to your request within a reasonable period. We may need to verify your identity before providing access or making a correction. There is generally no charge for making a request, although we may charge a reasonable fee to cover our costs of providing access in certain circumstances. If we decline a request for access or correction, we will explain our reasons in writing (unless it would be unreasonable to do so) and let you know how you can complain about that decision.

12. Complaints

If you have a concern or complaint about how we have handled your personal information, please contact us using the details in section 13. Please provide as much detail as possible so that we can investigate your concern.

We will acknowledge your complaint, investigate it and respond to you within a reasonable period. If you are not satisfied with our response, you may refer your complaint to the **Office of the Australian Information Commissioner (OAIC)**:

- Website: www.oaic.gov.au
- Telephone: 1300 363 992

Individuals located outside Australia may also have the right to raise a complaint with the relevant privacy or data protection authority in their jurisdiction.

13. Contact details

If you have any questions about this Privacy Policy, or wish to make an access, correction or complaint request, please contact:

GIS-Pax Pty Ltd

Email: security@gis-pax.com

Website: www.gis-pax.com

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements or other factors. When we make changes, we will revise the effective date shown at the top of this document and publish the updated policy on our website. We encourage you to review this policy periodically. Your continued use of our website after any changes take effect indicates your acknowledgement of the updated policy.