

KYOCERA CLOUD INFORMATION MANAGER PRIVACY STATEMENT (web application)

Last modified: March 2023

KYOCERA Document Solutions Australia Pty. Ltd. (“KYOCERA”, “we” or “us”), located at Level 3, Quarter One, 1 Epping Road, North Ryde NSW 2113, Australia has issued this Privacy Statement (“Statement”) to inform you, the user of Kyocera Cloud Information Manager (“KCIM”), about the handling of your personal information when your organisation uses KCIM.

This Statement sets out how KCIM held personal information is managed in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This Statement is intended to be read in conjunction with the KYOCERA Privacy Statement available at <https://www.kyoceradocumentsolutions.com.au/legal-centre/privacy-policy-au>.

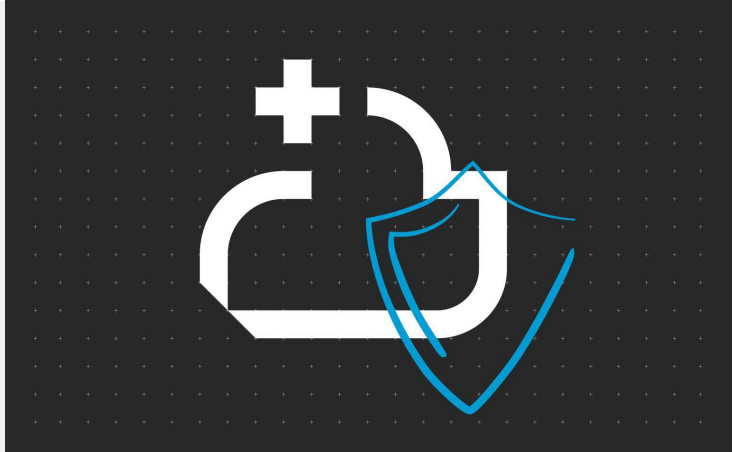
INTRODUCTION

KCIM is a cloud-based document management system that enables organisations to store and easily retrieve the organisation’s documents with the help of KCIM’s indexing and advanced search capabilities. Organisations can classify their uploaded documents and assign the proper attributes for indexing. Organisations can then easily search and retrieve these documents by typing some text, which either relates to a part of the document’s content or metadata.

1. FOR WHICH PURPOSES ARE WE PROCESSING YOUR PERSONAL INFORMATION?

- A. **User account management.** KYOCERA processes a user’s first and last name, username and email addresses either directly from you or indirectly from a KYOCERA customer (probably your employer or organisation) so that we can set-up and manage a user account for you.
- B. **Provision of KCIM.** In order to enable the user to use KCIM as agreed, KYOCERA processes metadata related

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to the files such as file name, document classification, viewing history, log files and the content of the respective files.

- C. **Remote maintenance.** A KYOCERA service engineer may access your personal information, which is processed within the local administrator's account for bug fixing or trouble shooting purposes.
- D. **Hosting.** KYOCERA uses Google Cloud Services, Japan, as a cloud storage provider.

2. ON WHAT LEGAL BASIS ARE WE PROCESSING YOUR PERSONAL INFORMATION?

In accordance with the Australian Privacy Principles, KYOCERA handles personal information for the purposes mentioned above in order to perform its KCIM contractual rights and obligations as agreed with KYOCERAcustomers.

3. WHO ARE WE SHARING YOUR PERSONAL INFORMATION WITH?

KCIM is a cloud-based solution. Your personal information may be stored on a server located overseas with:

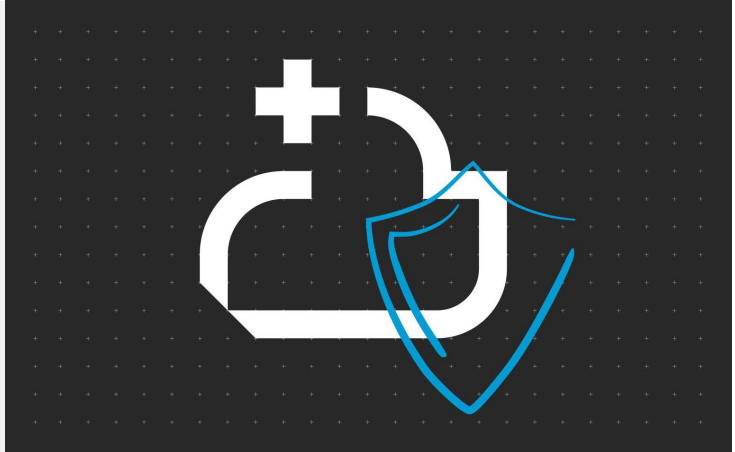
- KYOCERA Document Solutions, Inc., Japan for remote maintenance services;
- Google Cloud Japan G.K., Japan, for the provision of cloud storage;
- OPTIMAL SYSTEMS GmbH, Germany, for remote maintenance services

To the extent we are required by law, regulation or court order to disclose your personal information, we may have to share your personal information in compliance with that law, regulation, or court order.

4. INTERNATIONAL TRANSFERS

Where we transfer your personal information to an overseas recipient, we will only disclose personal information overseas in accordance with the Australian Privacy Principles and where we have obtained your consent, or we have ensured appropriate contractual data protection safeguards are in place.

Alternatively, we may ask you for your explicit consent to the proposed transfer.



5. FOR HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

Where possible, we have set specific retention periods for keeping your personal information. These specific retention periods are stated below, or we shall communicate these to you at or before we start processing your personal information.

Where it is not possible for us to use set retention periods, we have stated below the criteria that we use to determine the retention periods.

Specific retention periods

Purpose (A) and (B). We shall keep your personal information related to your user account as long as you have an active user account with us. If you don't activate your user account within 7 days of creation of the account, we shall erase it. Further, we delete your user account when your organisation ceases to use KCIM. Your personal information may be stored after the deletion of your account in case your organisation uses your personal information to tag documents.

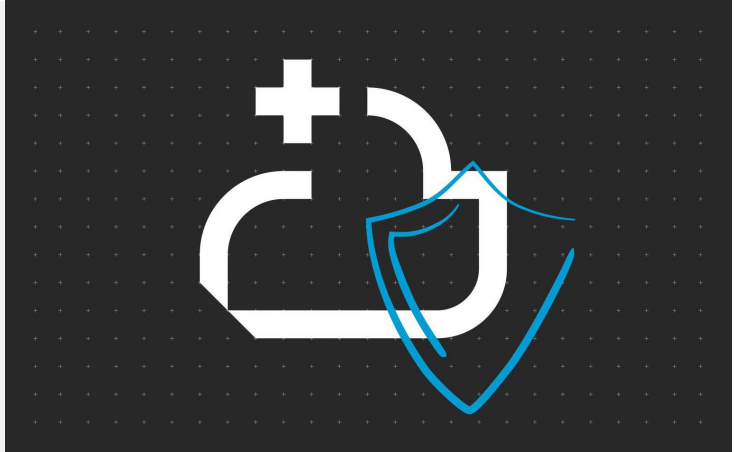
Your organisation determines how long it stores the uploaded files in the system. Once an organisation's KCIM account is deactivated, all data is deleted within 24 hours.

Purpose (C) Remote maintenance. For remote maintenance and support services, KYOCERA may have access to personal information. A log of the services may be retained.

Criteria for determining retention periods

We only retain personal information where it is reasonably necessary for, or directly relate to, one or more of the KCIM functions or activities. We shall keep your personal information in compliance with applicable legal requirements and we make periodical reviews of the personal information we hold.

6. WHICH TECHNICAL AND ORGANISATIONAL MEASURES WE HAVE TAKEN



KYOCERA takes the security of your personal information very seriously and take all reasonable efforts to protect your personal information from misuse, interference and loss, unauthorised access, modification or disclosure including by regularly updating and auditing our storage and data security systems, and ensuring KYOCERA has confidentiality obligations with staff and third parties.

7. YOUR RIGHTS

You have the right to request access to any personal information KYCOERA may hold about you and to request its correction. KYCOERA will deal with requests for access to personal information in accordance with the Australian Privacy Principles. In order to protect your personal information we may require identification from you before releasing the requested information. If we deny you access to the information, we will notify you of the basis for the denial unless an exception applies.

8. COMPLAINTS

If you believe that Kyocera has breached this Statement or any of the Australian Privacy Principles then you should make a complaint to us in the first instance. Please address your complaint in writing to the email address provided in the "Contact Us" section below and provide as much detail as possible about the circumstances that you believe amount to a breach. On receiving a complaint we will undertake an internal investigation and we may contact you if we need to obtain any further information in relation to your complaint. We will provide a written response to your complaint as soon as practical and within 30 days of receiving your complaint.

If you are unhappy with our response, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted by telephone on 1300 363 992. Full contact details for the OAIC can be found on its website at www.oaic.gov.au.

CONTACT US

You can contact us at privacy@dau.kyocera.com or 13 59 62.