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SECURITY POLICY (EMQnet.com)

Effective July 2011

EMQ[®] Pty Ltd (hereinafter referred to as "EMQ[®]") has created this Security Policy in order to demonstrate our firm commitment to security. The following discloses our security and accessibility policies.

Site certificate information

EMQ[®] understands that the security of personal information and business details is important. Whenever personally identifiable or business identifiable information is submitted or other information and documents transferred to and from EMQnet.com, it is done so through secure servers using SSL encryption.

The EMQnet.com service only allows secure browsers access to the system. The browser's "secure mode" is in place only when Users are logged in to the system. When in a secure mode the browser displays a special icon on the lower bar of the browser window.

Every secure page (i.e. every part of the User interface) on EMQnet.com has been secured with a digital certificate by Thawte Premium Server CA, Inc. This is shown via the "site certificate" that is resident on all secure pages. To view this certificate, click on the image of the closed lock location of which changes dependant on the browser being used. A small window displaying site security information will appear. This allows Users to verify the site certification authority and that they are in fact on EMQnet.com or a sub-domain of EMQnet.com.

User identification

Only the Users issued with access permissions can access EMQnet.com and only Users allocated to team roles in a specific **LUIS™** event or invited as guests to a specific **LUIS™** event can see the event and access its contents. Each user selects his/her own password for EMQnet.com. The users' passwords are stored in a one-way encrypted format and are not accessible to employees of EMQ[®].

If a password is forgotten or not working for some reason, this can be re-generated as follows:

1. Go to <https://www.EMQnet.com>
2. Click on "LAUNCH EMQNET"
3. Click on "Forgotten Your Password"
4. Enter your registered e-mail address in the form and click "CONTINUE".
5. Follow the instructions in the e-mail message that is sent to you (after step 4).

A password system has been established to ensure that each User only has access to their own personal information and **LUIS™** events they are involved in. The acceptable minimum password length is 8 characters and must contain at least one number and one letter and one special character. This minimum strength may be modified on request to suit individual Client requirements.

Each time a User logs in to EMQnet they are required to authenticate their identity by entering their previously supplied e-mail address and registered current password. Upon successful login, Users are issued a unique "session id". This does not include any personally identifiable information but allows Users to remain active as long as actions are performed in the system at least once every 45 minutes. After an inactive 45 minute session the session will be terminated and Users need to login again to continue.

Protection of information being transmitted

We use encryption technology to ensure the safe transmission of your information and documents when logged into the system. Your browser provides security by allowing us to use Secure Socket Layer (SSL) encryption when transmitting information and documents. All communication between your computer and EMQnet.com is encrypted using SSL.

Protection of stored information

EMQ[®] takes many measures to protect client information while it is stored, including:

- Client data can only be accessed by Users nominated and registered by that Client. Furthermore registered Users can only access data that is allocated to their respective access permissions.
- Utilizing a firewall to protect our servers and stored information (A firewall is a barrier to unauthorized users to prevent access to our systems).
- Monitoring system and application activity logs to identify any unusual activity, from authorized and/or unauthorized individuals accessing our systems and/or making changes to stored information.
- Housing the servers in a highly secure data centre building to provide additional protection against unauthorized access and changes to stored information.
- No client data is held on EMQ[®] premises.
- All documents stored at EMQnet.com are automatically re-named with a unique identifier and saved anonymously in a secure server so that they cannot be identified. This means that not even persons with administrative rights to the servers' operating system can readily access documents at EMQnet.com.



- The system administration at EMQnet.com does not have functions allowing access to a client's data. It is not possible for employees at EMQ® to readily access clients' data. EMQ® has also taken special steps to ensure that only a few key people are aware of how the security system is designed and implemented.
- All employees at EMQ® are bound by a confidentiality and non-disclosure agreement prohibiting access to and dissemination of information handled by the company's clients when using the EMQnet.com Web service.

In addition to client data, some personal information is stored in our databases. For a complete list of what personal and demographic information is stored at EMQnet.com we refer to our Privacy Statement which is available on request.

Internet connection and server architecture

The EMQnet.com servers consist of a range of redundant hardware components including:

- Large bandwidth redundant Internet connections to three main Internet connection points and redundant routers with fail-over configuration.
- Redundant firewalls with filters and fail-over configuration.
- LAN with redundant network switches and fail-over configuration.
- Highly secure computer facilities with cooling systems, backup systems and fire protection.
- Emergency back-up generator power supplies and UPS systems.

Backup routines

EMQ® has implemented the following backup routines:

- A complete backup is performed daily and stored onsite in a fire-proof safe.
- The backup medium is transferred at regular intervals (once a week) to an off-site long-term storage facility.
- The encryption of the client's information is retained whenever backups are performed.
- EMQ® has implemented routines for restoring backed up data.

Accessibility

- EMQ® undertakes to provide the customer with access to the EMQnet.com service as specified in detail in the Terms of Use as set forth from time to time on EMQ®'s web sites. In the event of any conflict between this policy, the information on EMQ®'s web sites and that which is stated on the aforementioned Terms of Use, the Terms of Use shall take precedence.
- EMQ® undertakes to adopt reasonable measures in order to ensure that the EMQnet.com service is available over the Internet around the clock, seven days a week. EMQ® shall be entitled to take measures that affect the aforementioned accessibility where EMQ® deems such to be necessary for technical, maintenance, operational, or security reasons.
- The customer shall be aware and acknowledges that the customer's access to the Internet cannot be guaranteed and that EMQ® shall not be liable for deficiencies in the customer's own Internet connections.
- In the event of defects or deficiencies attributable to EMQ®, EMQ® undertakes to act to rectify such defect without unreasonable delay. In the absence of intent or gross negligence by EMQ®, EMQ® otherwise assumes no responsibility for defects or deficiencies in the EMQnet.com service. Error notification must be given by the customer in accordance with the instructions announced by EMQ® from time to time and within a reasonable time of the discovery of the defect.

Changes in this policy

EMQ® reserves the right to modify or amend this Security Policy at any time and for any reason. Clients will be notified about changes in the Security Policy via e-mail to the nominated Client representative.

Contact information

Questions about this Security Policy or any other inquiries, should be directed to:

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