Privacy Policy

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Approved by:	COO

Privacy Policy

1.0 About this Document

This document explains what we do with your personal information, your privacy rights, and how you can contact us regarding your privacy.

This document applies to:

- Website visitors
- Business partners and customers

Our services are not directed to children. We do not collect their personal information.

2.0 General Information

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at https://www.oaic.gov.au/

2.1 Who we are

We are MixVis Pty Ltd trading as AssetM.AI and AiSpanner, an engineering software company founded in Perth Western Australia. We are committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

AssetM.AI is our Asset management platform. AiSpanner is the maintenance/shutdown project management lifecycle solution.

2.2 Changes to this Privacy Statement

This privacy statement was last updated on 15 July 2026. We will update this privacy statement periodically to keep it up to date. You will always see the most current version on our website.

2.3 How to contact us regarding Privacy matters

If you have any queries or complaints about our Privacy Policy, please contact us at:

Email

info@aispanner.com

Mail

AssetM.AI/AiSpanner (MixVis Pty Ltd)

SPACES, Level 2, The Wentworth Building, 300 Murray Street,

Raine Square Precinct, Perth 6000, Australia

Phone

+61 407777085

3.0 What do we do with your personal information

3.1 What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our websites www.assetm.ai and www.aispanner.com and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Who we collect information about	What personal information we collect	Why we collect it	How we collect it	What Technology we use
Website visitors	Technical information – your IP address, device information, browser information User interactions Mouse movements Cookies Pages visited Usage statistics	• To manage and monitor access to our websites • To help us improve our website • To protect forms from spam, abuse and automated attacks	• Directly from you/your device while you interact and navigate across our website, using third-party JavaScript and browser cookies • Via a third-party provider	• Google Analytics 4 (via Google Tag Manager) Analytics data aggregated & anonymised • Google Tag Manager • Google reCAPTCHA
Business partners and customers	Identity information – name Contact information – email address, phone number Professional information – your employer and job title	• To be able to conduct business with you or the organisation you are ASSOCIATED WITH.	• Directly from you and/or your organisation	• General contact information stored in secure data storage tools, collected from interactions via technologies such as: website form submissions, emails, messaging apps, Phone/Video calls, in-person meetings

3.2 Who we share your personal information with

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

We may need to share your personal information with:

• Third parties such as our IT vendors where they are assisting us to carry out a function of our business

• Regulators, government authorities, or law enforcement agencies – where we are under legal obligation to do so.

Social media features

Our Websites and Services may include social media features, such as the Facebook and LinkedIn buttons, Share This buttons, etc (collectively, "Social Media Features"). These Social Media Features may collect your IP address, what page you are visiting on our Websites and Services, and may set a cookie to enable Social Media Features to function properly. Social Media Features are hosted either by their respective providers or directly on our Websites and Services. Your interactions with these Social Media Features are governed by the privacy policy of their respective providers.

4.0 How we use technology

4.1 Cookies

When you visit our websites, small text files, known as cookies, are placed on your device. These cookies record actions and information such as:

- How you came to our websites
- The pages you visited on our websites
- The number of times you visited our websites
- The duration you visited our website for
- Whether you visited our website in full screen mode or minimised

We use these cookies to help us understand how people use our website and where we can improve our website. Third parties may also use cookies for their own purposes, such as to display advertising.

You can set your browser to reject cookies, although this may affect your browsing experience.

5.0 Your Privacy rights

5.1 Security of your Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

5.2 What privacy rights you have

You may have certain privacy rights and may include the right to:

- Access your personal information
- Correct your personal information if it is inaccurate or incomplete
- Ask us to erase your personal information
- Ask us to restrict using or sharing your personal information
- Object to how we use your personal information
- Withdraw consent if you have provided consent for us to use or share your personal information in a certain way

You may also make a privacy complaint if you believe we have done something inappropriate with your personal information.

5.3 How you can exercise your privacy rights

You can exercise your privacy rights or make a privacy complaint by contacting our Chief Operating Officer.

When you do this, we may need to request further information from you to help us confirm your identity and clarify the scope of your request or privacy complaint. We will communicate with you about what we need if this is the case.

We aim to respond to all requests and privacy complaints within one month. If we believe it will take longer, we will communicate with you to keep you informed.

5.4 What can you do it we can't facilitate your privacy right or resolve your privacy complaint

We aim to facilitate your privacy rights and resolve any privacy complaints. If we can't, you may be able to escalate the matter to Office of the Australian Information Commissioner.

6.0 Acceptance of this policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Websites and Services and submitting your information you agree to be bound by this Policy.

Policy Updates

This Policy may change from time to time and is available on our websites.