

Privacy Policy

Effective 7 September 2026

ESS Earth Sciences (ABN 12 508 468 280) ("ESS", "we", "us") operates essearch.com and the websites of its divisions — ESS Weathertech (essweather.com), Greenspan (greenspan.com.au), Geosystems (geosystems.com.au) and the Seismology Research Centre (src.com.au). This policy explains what personal information we collect through those websites and in the course of supplying instruments and services, how we use and protect it, and the choices you have. It applies to every ESS website and to every enquiry, quotation, order and support request we handle.

We handle personal information in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth). If anything in this policy is unclear, or you want to exercise a right it describes, contact us using the details at the end.

1. What we collect

We collect personal information only when you give it to us or when it is generated by your use of our websites:

- a. Enquiries and quotations: your name, company or organisation, email address, phone number, role and country; the instruments you ask about and the quantities; anything you tell us about your application, site and timeline; and any files you attach, such as drawings, tender documents or specifications.
- b. Support requests: the details above, plus the instrument, serial number and site involved, a description of the problem, how urgent it is, and any files you attach.
- c. Contact messages: your name, email address, phone number, company and the message you send.
- d. Orders and accounts: delivery and billing details, purchase history and correspondence about an order, where we supply products or services to you.
- e. Website logs: the standard information every browser sends — your IP address, browser type and language, the pages you view, the files you download, the time of your visit and the site that referred you.

You can browse our websites, read articles and download manuals, data sheets and software without giving us any personal information.

2. How we use it

We use personal information to:

- a. answer your enquiry, prepare and follow up a quotation, and route it to the ESS division and engineer best placed to help;
- b. supply, deliver, install, calibrate, service and support the products you buy from us;
- c. keep the records a business must keep of its quotations, orders, invoices and support history;
- d. operate, secure and improve our websites — website logs are analysed in aggregate, for statistics such as which pages and files are used, and are not used to identify individual visitors except as described under Disclosure below;
- e. meet our legal obligations.

We do not sell personal information, and we do not use the contact details you give us in an enquiry to send marketing you have not asked for. The use of the postal addresses, telephone numbers and email addresses published on our websites for marketing purposes is prohibited.

3. Cookies

Our websites use a small number of cookies that are necessary for them to work: one that holds the instruments in your enquiry basket between pages, and one that remembers a site preference. They identify your browser session, not you, and they carry no advertising or tracking purpose.

On essearch.com we also use Google Analytics, loaded through Google Tag Manager, to understand how the site is used — which pages and

downloads are popular, and how visitors reach an enquiry. It runs only if you accept it in the banner shown on your first visit; until you do, and if you choose "Essential only", no analytics cookie is set and nothing is sent to Google. Your choice is remembered in your browser and you can change it by clearing the site's stored data. What is measured is the use of the site, never the contents of a form: we do not pass your name, email address, company or message to Google. We use no advertising cookies.

The contact and about pages on our websites embed a map from Google Maps so you can see where our offices are. The map loads from Google when the page opens, which tells Google your IP address and the page you are on, and may set Google's own cookies in your browser under Google's privacy policy rather than ours. We send Google nothing you have typed, and we do not use the map to follow you around our sites.

4. Where your information is kept and who can see it

Enquiries, support requests, contact messages, orders and the files you attach are stored on servers ESS owns and operates in Melbourne, Australia. Access is limited to ESS staff who need it to answer you, and is protected by individual accounts with two-factor authentication.

Some processing involves service providers outside Australia, each engaged for one purpose:

- a. Email delivery: the confirmation we send you, and the alert we send our own staff, travel through Resend, an email delivery service in the United States. They carry your name, contact details and the content of your enquiry; attachments never leave our own systems by email.
- b. Network protection: our websites are served through Cloudflare, which routes and protects the traffic to them and, in doing so, sees the same website logs we do, from edge locations around the world.
- c. Backups: copies of our databases and files are stored with Google in an encrypted form. They are encrypted on our own server before upload and the key never leaves ESS, so Google cannot read them.
- d. Maps: the office maps on our contact and about pages are served by Google Maps in the United States. Loading one tells Google your IP address and which page it is on. It carries nothing you have entered into a form.

We take reasonable steps to ensure that each of these providers protects your information to a standard consistent with Australian law.

5. Disclosure

We disclose personal information only to the service providers named above, to the ESS division and staff handling your matter, to a manufacturer or carrier where that is necessary to supply or service what you have ordered, and where the law requires it. Website logs and stored records may be produced to a law enforcement agency exercising a warrant, or where ESS is required to produce documents to fulfil its obligations to third parties, including statutory organisations under local law.

6. How long we keep it

We keep enquiries, quotations, orders and support records for as long as we need them to deal with you and to meet our record-keeping obligations, which for financial records is seven years. Website logs are kept for a short period for security and statistics and then discarded. Backups are retained on a rolling schedule and overwritten. If you ask us to delete information we no longer need, we will.

7. Access, correction and complaints

You may ask us what personal information we hold about you, ask us to correct it, or ask us to delete it, by contacting us using the details below. We will respond within a reasonable time and will not charge you for making a request.

If you believe we have handled your personal information in a way that breaches the Australian Privacy Principles, please tell us first so we can put it right. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (oaic.gov.au).

8. Security

Our websites are served only over encrypted connections. The systems that hold your information sit on a private network that is not reachable from the internet, behind a single protected entry point, with staff access by individual account and two-factor authentication, and with encrypted off-site backups. No system is perfectly secure; if we become aware of a breach that is likely to cause you serious harm,

we will notify you and the Commissioner as the law requires.

9. Links to other sites

Our websites link to manufacturers, partners and other organisations. Their privacy practices are their own, and this policy does not cover them.

10. Changes to this policy

We may update this policy as our websites and services change. The current version is always published at esearth.com/legal with the date it took effect, and the version in force when you gave us your information is the one that applies to it.

11. Contact us

ESS Earth Sciences, 141 Palmer Street, Richmond VIC 3121, Australia. Telephone +61 3 8420 8999. Email sales@esearth.com.