



Dolphin Software's client and prospective client information management protocol

Background:

When Dolphin Software P/L provides services to clients using its PQF software, or is reviewing prospective work, Dolphin Software is the custodian of potentially commercially sensitive intellectual property and other information, often statistical. Primarily this is held in the formats of electronic documents, forms, reports, and data bases of collated responses; it can also be through discussion.

In all cases Dolphin Software manages clients' information with maximum confidentiality.

1 General protocols applying to all Dolphin Software work

Non Disclosure

- All Dolphin Software staff and contractors are bound by formal non disclosure agreements, applying not only for client confidentiality purposes but also for patent and copyright reasons.

File location and Security

- All client information is stored on Dolphin Software's local area network.
- Dolphin Software's local area network is firewall protected.
- Access to Dolphin Software's local area network is password protected, with use of passwords restricted to Dolphin Software's work force.

Backup and disaster recovery

- Dolphin Software's active network drives are backed up daily, with additional backup snapshots taken weekly, monthly, and quarterly.
- All backups are stored in a fire rated safe, off site.
- In the cyclone season backups are also stored out of Darwin.

2 Specific client work undertaken by Dolphin Software P/L

- While a client project is underway, the practices outlined above apply to security of client information in Dolphin Software's possession.
- Each client's privacy policy is also an operational context for Dolphin Software.
- During a project as requested, as defined or otherwise needed, and upon completion Dolphin Software sends information to the client, including data bases.
- When the project is complete, client directories are zipped and archived. Upon request files can be sent to clients and / or deleted from Dolphin Software's local area network.