Data Request Policy

Last Updated: 27th March 2025

MachShip receives requests from users and government agencies to disclose data other than in the ordinary operation and provision of the Services. This Data Request Policy outlines MachShip's policies and procedures for responding to such requests for Customer Data. Any capitalized terms used in this Data Request Policy that are not defined will have the meaning set forth in the Customer Terms of Service. In the event of any inconsistency between the provisions of this Data Request Policy and the Customer Terms of Service or written agreement with Customer, as the case may be, the Customer Terms of Service or written agreement will control.

Requests for Customer Data by Individuals and Private Organisations

Third parties seeking access to Customer Data, other than in the circumstances described below, should contact the Customer regarding such requests. The Customer controls the Customer Data and generally gets to decide what to do with all Customer Data (although MachShip may disclose data under certain circumstances in accordance with the MachShip Privacy Policy available here).

Requests for Customer Data by Legal Authority

Except as expressly permitted by the Contract, as contemplated by the MachShip Privacy Policy, or in cases of emergency where disclosure is necessary to avoid death or physical harm to individuals, MachShip will only disclose Customer Data in response to valid and binding compulsory legal process. MachShip requires a search warrant or other binding judgment or order issued by a court of competent jurisdiction (a federal court or a court of general criminal jurisdiction of a State authorized by the law of that State to issue search warrants or other binding judgments or orders) or a government agency to disclose Customer Data.

All requests by courts, government agencies, or parties involved in litigation for Customer Data disclosures should be sent to legal@machship.com and include the following information: (a) the requesting party, (b) the relevant criminal or civil matter, and (c) a description of the specific Customer Data being requested, including the relevant Customer's name and relevant Authorized User's name (if applicable), MachShip tenant url, and type of data sought.

Requests should be prepared and served in accordance with applicable law. All requests should be narrow and focused on the specific Customer Data sought. All requests will be construed narrowly by MachShip, so please do not submit unnecessarily broad requests. If legally permitted, Customer will be responsible for any costs arising from MachShip's response to such requests.

MachShip is committed to the importance of trust and transparency for the benefit of our Customers and does not voluntarily provide governments with access to any data about users for surveillance purposes.

Customer Notice

MachShip will notify Customer before disclosing any of Customer's Customer Data so that the Customer may seek protection from such disclosure, unless MachShip is prohibited from doing so or there is a clear indication of illegal conduct or risk of harm to people or property associated with the use of such Customer Data. If MachShip is legally prohibited from notifying Customer prior to disclosure, MachShip will take reasonable steps to notify Customer of the demand after the nondisclosure requirement expires.

Domestication and International Requests

To the extent permitted by applicable laws, MachShip requires that any individual issuing legal process or legal information requests (e.g., discovery requests, warrants, or subpoenas) to MachShip properly domesticate the process or request and serve MachShip in a jurisdiction where it is resident or has a registered agent to accept service on its behalf. MachShip does not accept legal process or requests directly from law enforcement entities outside Australia or New Zealand. Foreign law enforcement agencies should proceed through a Mutual Legal Assistance Treaty or other diplomatic or legal means to obtain data through a court where MachShip is located.

Contacting MachShip

Please also feel free to contact us if you have any questions about MachShip's Data Request Policy. You may contact us at **support@machship.com** or at our mailing address below:

MachShip

c/- MachShip Australia PTY LTD
115 Cremorne Street
Cremorne, VIC 3121
Australia