



Ultrasafe Products Australia Pty Ltd Privacy Policy

Introduction

Ultrasafe is committed to respecting and protecting the privacy of individuals who deal with us, in accordance with the Australian Privacy Principles (APPs). This privacy policy deals with how we manage the personal information that we collect.

The kinds of personal information we collect and hold

In dealing with you we may collect personal information including your name, address, date of birth, telephone numbers, email addresses, transaction history, and information about your connection with any of our dealers.

How we collect and hold personal information

We collect personal information directly from you when you deal with us. We collect personal information from third parties such as dealers when they provide related services to you.

We keep this information in secure locations, with access restricted to authorised persons. Destruction of personal information is performed securely.

How we use and disclose personal information

We use and disclose your personal information to:

- enable us to provide you with quality sales and service;
- provide you with information about products or offers including product inspection and maintenance;
- contact you in the event of a product recall or regarding warranty matters;
- maintain records for accounting, administrative and legal purposes;
- conduct customer satisfaction surveys;
- for other purposes related to your dealing with us.

When we share your personal information with third parties we require them to comply with the APPs. We do not disclose personal information to overseas recipients.



Marketing

We do not sell your personal information for marketing purposes. We will not use your personal information to promote products or services of third parties (other than dealers).

We may engage in marketing to inform you about products or services, special offers, promotions and events that may be of interest to you. These marketing communications may include joint promotions with promotion partners (ordinarily dealers), and may be sent to you using any contact details provided by you such as post, telephone, email and SMS.

Simple opt-out options will be provided and your consent to receive marketing will be deemed to be ongoing if you do not opt out when given the opportunity to do so.

How you may access your personal information

Please contact us to access your personal information. Attend in person at 1 Main Terrace, Richmond SA 5033, call +61 8 8351 9222 or email info@ultrasafe.com.au. We will arrange a mutually convenient time for you to access your personal information. If personal information is incorrect, we will amend our records.

How you may make a privacy complaint or enquiry

Please contact us to make a privacy complaint or enquiry. Attend in person at 1 Main Terrace, Richmond SA 5033, call +61 8 8351 9222 or email info@ultrasafe.com.au. We will investigate your complaint and respond within a reasonable time. If you are dissatisfied with our response you may contact the Office of the Australian Information Commissioner.

Please note this policy may be subject to change without notice. A copy of our current policy may be accessed on our website at ultrasafe.com.au.