



YOUR PRIVACY IS IMPORTANT TO US

1. INTRODUCTION

4WDInteriors Pty Ltd, 4WD Interiors, Plant Holdings Pty Ltd (collectively, the "4WD Interiors", "we", "us" or "our") are committed to protecting the privacy of your personal information. We want you to feel comfortable using this site. This Privacy Policy deals with personally identifiable information ("personal information") that may be collected by this site or through other contact with you outside of the site.

We are required to comply with the *Privacy Act 1988 (Cth)* ("Privacy Act") including the Australian Privacy Principles ("APPs") in Australia.

This Privacy Policy is intended to provide a general overview of our policies for the handling of your personal information. It covers the collection, processing and other use of personal data under the General Data Protection Regulations ("GDPR") 2018. Other policies may apply instead of or in addition to this Privacy Policy in certain circumstances.

By using 4WD Interiors websites and/or providing your personal information to us, you consent to us handling your personal information in accordance with this Privacy Policy.

2. COLLECTION OF YOUR PERSONAL INFORMATION

The kinds of personal information we collect and hold about you, and our use of that information, is dependent on the products and services we provide to you.

In addition to operating 2 main warehouses, the products and services that we (and/or our distributors) provide include the selling, development and advertising of 4WD accessories and providing services in connection with fitting, repairing and replacing 4WD accessories.

Generally, the personal information we may collect from you may include (but is not limited to) your name, address, telephone number, email address and details of the products or services you have enquired about or purchased.

Generally, we collect your personal information directly from you, unless it is impracticable or unreasonable to do so (for example where you deal with our distributors, rather than us). From time to time, we may collect personal information about you from third parties (for example, from your representative, from publicly available sources, you transact with our distributors or if you apply to become a distributor).

If you provide us with personal information about a third party you represent, then we collect it on the basis that you have that person's consent for us to collect and handle their personal information in accordance with this Privacy Policy.

When collecting your personal information, we will take reasonable steps to provide you with certain information as required under the APPs, including the purpose of collection, who we may disclose your personal information to, any law that requires or authorises us to collect the information and the main consequences if we do not collect all of the personal information we require. If we collect your personal information from another source, we will take reasonable steps to ensure you are aware of the fact and the circumstances of that collection.

Generally, if we are unable to collect the personal information that we require, we may not be able to provide you with the products and services you seek. If the information provided is incorrect or incomplete, this may also prevent, limit or otherwise affect our ability to provide products or services to you.

We will only collect 'sensitive information' with your consent. We will assume that you have consented to us collecting all information which is provided to us by you for use in accordance with this Privacy Policy, including any 'sensitive information', unless you tell us otherwise at the time you provide it to us.

Registration for an account on this site requires you to provide first name, surname, phone number, email address, street address (including City, State, Postcode and Country). You are not required to provide any other personal information if you do not want to. Please be aware that the name you specify, the email address you provide and any other information you enter may render you personally identifiable, and may possibly be displayed on this web site intentionally (depending on choices you make during the registration process, or depending on the way in which the site is configured) or unintentionally (subsequent to a successful act of intrusion by a third party).

As on many web sites, the site may also automatically receive general information that is contained in server log files, such as your IP address, and cookie information. Information about how advertising may be served on this site (if it is the site's policy to display advertising) is set out below.

3. USE OF DATA

We will use and disclose your personal information for the purposes for which we collected it, and for other related purposes that you would reasonably expect. We may hold and process personal data that you provide to us in accordance with the GDPR.

Generally, these purposes include responding to your enquiries, providing you (or arranging for our distributors to provide you) with products and services such as those set out in the section above, providing you with marketing information about our

products and services and those of our distributors facilitate product recalls or address warranty issues for products or services that you have acquired and for our general business operations (for example, recruitment, maintenance of our business records, compliance with our legal and insurance obligations and statistical purposes).

Now and again, if we think there may be relevant information about our products and services, or about special offers, promotions and events that we think may be of interest to you, we may use personal information to inform our customers, potential customers and other persons with whom have interacted with our brand previously.

This information may be provided using the supplied contact details, including without limitation with post, phone, email and SMS. If you wish to not receive direct marketing communications, we will give you the opportunity to opt out of any further communications.

In most cases, the marketing material you receive will give a way for you to 'opt out' of any further marketing mail outs. However, if not available, you can contact the main office with the contact details set out in section 10 of this policy. If you do not opt out in either way, you will be taken to have consented to receiving such communication from us.

We may disclose your personal information to our distributors for the purposes set out above, and for the purposes of those parties providing services to us or performing business services or functions on our behalf.

Apart from the above instances, we may also use and disclose your personal information with your consent and as otherwise required or permitted.

Your personal information may be used to customise and improve your user experience on this site. Efforts will be made to prevent your personal information being made available to third parties unless:

- provided for otherwise in this Privacy Policy;
- your consent is obtained, such as when you choose to opt-in or opt-out for the sharing of your personal information;
- a service provided on our site requires interaction with a third party, or is provided by a third party, such as an application service provider;
- pursuant to legal action or law enforcement;
- it is found that your use of this site violates the site editor's policy, terms of service, or other usage guidelines, or if it is deemed reasonably necessary by the site editor to protect the site editor's legal rights and/or property; or
- this site is purchased by a third party, in which case that third party will be able to use the data in the same manner as set forth in this Privacy Policy. In the event you choose to use links displayed on this web site to visit other web sites, you are advised to read the privacy policies published on those sites.

If we use third parties to help us deliver goods or services to you, we will take commercially reasonable efforts to ensure that the other party handles your personal information in line with the Australian Privacy Principles. We typically enter into agreements to ensure that information we disclose is used only for the limited purposes for which we have provided it to them.

4. STORAGE AND SECURITY

We may hold your personal information in electronic formats or in hard copy. We take reasonable steps to securely store your personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss. This includes electronic and physical security measures and procedures, staff training and use of password protection software.

We will take reasonable steps to destroy or permanently de-identify your personal information when we no longer require it for any purpose for which it was collected. We may retain your personal information for as long as necessary to comply with any applicable law, for legal, insurance and corporate governance purposes, for the prevention of fraud and to resolve disputes. Your personal information may also be retained in our IT system back-up records.

The transfer of data over the Internet is inherently insecure. We cannot guarantee the security, during transmission, of any personal information provided to us via our websites. Please bear this in mind when transmitting information by this means to us. *The Privacy Amendment (Notifiable Data Breaches) Act 2017* established the Notifiable Data Breaches Scheme ("**NDB scheme**") in Australia. The NDB scheme sets out obligations for notifying affected individuals, and the Australian Information Commissioner ("**Commissioner**"), about a data breach which is likely to result in serious harm. Where serious harm to affected individuals is likely, we will notify those individuals and the Commissioner in accordance with our legal obligations. You may contact our Privacy Officer via the contact details below should you require additional information.

5. ACCESS AND CORRECTION

The Privacy Act, APPs and the GDPR give you the right to access information held about you by us. You may lodge a request to access and correct personal information that we hold about you if you believe it is inaccurate, incomplete, out-of-date, irrelevant or misleading by contacting our Privacy Officer via the contact details shown below.

You may request that we provide you with access to the personal information we hold about you. Generally, we will provide you with access, except in limited circumstances where the APPs permit us to deny access. Any such requests must be made in writing and directed to our Privacy Officer via the details shown below. Under the APPs, we are permitted to charge you a reasonable fee for providing access to your personal information. Please note that no fee will be incurred for requesting access, and if your request for access is accepted, we will inform you of the fee (if any) that will be payable for providing access if you proceed with your request.

You may ask us to inform you of the source of any personal information about you that we have collected from a third party. We will provide this at no cost, except in limited circumstances where the APPs or other laws permit us to withhold this information.

You have the right to change the permissions that you have given us in relation to how we may use your personal information. You also have the right to request that we cease using your personal information or that we delete all records that we hold relating to you. You can exercise these rights at any time by writing to our Privacy Officer at the address below.

6. COMPLAINTS

You may lodge a complaint with us if you believe we have handled your personal information other than in accordance with the APPs. To do so please contact us via the contact details below. We will confirm acknowledgement of your complaint and set out the time frame we require to investigate your complaint and provide you with a response. We will endeavour to respond as quickly as possible, which will typically be within 14 days of receiving your complaint.

7. OVERSEAS DISCLOSURE

Generally, we will not disclose your personal information to overseas recipients, except upon your request, or if we are authorised or required to do so by law. Generally, such disclosures will be to members of our international corporate group.

If you consent to the disclosure of your personal information to an overseas entity, you understand and agree that:

- the overseas recipient is unlikely to be required to comply with the Privacy Act and APPs;
- the overseas recipient may not be subject to privacy laws that are similar to the Privacy Act or APPs (and may even be compelled to make certain disclosures of your personal information under the privacy regime applicable to them, for example disclosure to the overseas government authorities);
- we may not take steps to ensure that the overseas recipient handles your personal information in accordance with the Privacy Act and APPs;
- the overseas recipient may handle your personal information other than in accordance with the Privacy Act or APPs, in which case you will not be able to seek redress for such acts or practices under the Privacy Act; and
- we will not be responsible for, or otherwise liable for, the way in which the overseas recipient handles your personal information.

8. CHANGES TO THIS PRIVACY POLICY

We may amend, modify or replace this Privacy Policy at any time. You should review our Privacy Policy each time you visit our website or provide us with personal information.

9. NO GUARANTEES

While this Privacy Policy states standards for maintenance of personal information, and while efforts will be made to meet these standards, we are not able to guarantee compliance with these standards. There may be factors beyond our control that may result in disclosure of personal information. Consequently, the 4wd Interiors offers no warranties or representations as regards maintenance or non-disclosure of personal information.

10. CONTACT INFORMATION

If you have any questions about this policy or about this site, please feel free to contact us.

For the purpose of the GDPR, we are the data controller and any enquiry regarding the collection or processing of your data should be addressed to us at the contact details below.

If you would like further information about the way we manage your personal information, or if you have a privacy-related complaint, please contact us by telephone on +61 7 4035 5066, by mail at PO Box 118 Bungalow Qld 4870, Australia or by email at accounts@4wdinteriors.com

11. MORE INFORMATION IS AVAILABLE

More information about your rights and our obligations in connection with your personal information are available from the Office of the Australian Information Commissioner at www.oaic.gov.au.