

# CIRTEX INDUSTRIES PTY LTD

## PRIVACY POLICY

Thank you for visiting the Cirtex Industries Pty Ltd ("Cirtex", "we", "us", "our" website. This policy explains our practices regarding privacy in respect of information relating to those who visit our website.

Use of our website is subject to our Website Terms & Conditions of Use ("Terms of Use". If there is any conflict between this Privacy Policy and the website Terms of Use, and the website Terms of Use will prevail.

### What kinds of personal information do we collect and hold?

The kinds of personal information that we collect, and hold includes names, contact details, employment information, and other personal information you may voluntarily provide to us.

### How do we collect and hold personal information?

We usually collect and hold personal information directly from individuals who purchase our products or visit our website.

### We collect personal information when you communicate with us, such as when you:

- Use or register on our website; or
- Provide information to us through any other method (such as by email or through Live Chat).

We do not intend to collect personal information from or about children. If you have reason to believe that a child under the age of 13 has provided personal data to us through our website and/or by using our services, please contact us through the 'Contact details' section below.

In addition, we may collect other information through click tracking, log files or cookies, but which does not readily identify individuals or personal information (see below).

### Why do we collect, use and hold your personal information?

We collect, use and hold your personal information to help us:

- Verify your identity for use of our website.
- Conduct address verification or credit checks for invoicing and billing purposes.
- Enrich your profile and search ability.
- Assist in providing better services to you by tailoring the services to meet your needs.
- Carry out marketing, promotional and publicity activities, market research and surveys.
- Keep our website relevant and of interest to users.
- Allow us to run our business and perform administrative and operational tasks.
- Comply with legal and regulatory requirements.
- Detect any fraud or crime; and
- For any other purpose which is stated to you at the time of collection or that you otherwise authorise.

### How do we use cookies or other web tracking systems?

We also collect information that does not readily identify individuals or any personal information, through:

- Log files information, such as which URL you just came from, which URL you visit next, what browser you are using and your IP address.
- Cookies, which recognize previous visitors and identifies the route history of users. These cookies cannot gain access to any information stored on your hard drive or access information from cookies sent from other websites.
- Other information, such as number of users, traffic patterns and demand for the service.
- Aggregated information generated by our systems, relating to traffic to our website.

We use this information to analyse trends, administer, operate and improve the usability of our website, and to monitor server and software performance.

We may also share aggregate demographic information about our user base with our affiliates, partners and advertisers.

### Will we disclose personal information to anyone else?

We will not disclose your personal information other than as set out in this privacy policy or as otherwise agreed with you.

Cirtex may disclose information about you, including your personal information, to:

- Our affiliates or related companies for the purposes set out above;
- Cirtex's contractors and suppliers, to enable them to provide services and products to us in relation to our website and business;
- Your representative or any person acting on your behalf (for example, financial advisers, lawyers, attorneys, accountants, executors, administrators, trustees or auditors), at your request;
- Insurance companies; and

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- Any other recipient which is notified to you at the time of collection or that you otherwise authorise.

Cirtex may also disclose your personal data if we determine in good faith that disclosure is required by law, or reasonably necessary to protect our rights and pursue available remedies, enforce our terms and conditions, investigate fraud, or protect our operations or users.

### Do we disclose personal information overseas?

Cirtex operates its business in Australia and New Zealand. However, we may need to share some of the personal information we collect about you with organisations both inside and outside of Australian and New Zealand. Sometimes we may need to ask you before this happens.

### Advertising and third-party links

Our website may contain links to a variety of advertising and third-party website sources. We are not responsible for and accept no responsibility for any material on any website that is linked from or to this website. Some of these links may request or record information from users or use cookies or other methods to collect information from you. We have no control over the content or privacy policy practices of those sites and encourage our users to review the privacy policies of those sites before engaging in any activity with them.

### How do we store your personal information?

Cirtex will take reasonable technical and organisational precautions to prevent the loss, misuse or unauthorised alteration of your personal information.

However, due to the nature of email and the internet, we cannot guarantee the privacy or confidentiality of your personal information. We may store your information in cloud or other types of networked or electronic storage.

When you provide us with personal information, that information may be collected, stored and processed on servers located outside of Australia or New Zealand, including cloud storage. As electronic or networked storage can be accessed from various countries via an internet connection it is not always practicable to know in which country your information may be accessed or held.

### Your rights

Under the Privacy Act 1998 (Aus) and the Privacy Act 1993 (NZ), you have the right to request access to or the correction of personal information we hold about you.

To exercise your rights, or if you require further information about how your personal data is used by us, you can contact us at: [info@cirtex.com.au](mailto:info@cirtex.com.au)

We will respond to your request to access or correct personal information in accordance with our obligations under the relevant Privacy Act. We may charge a fee to cover the costs of meeting your request if your request is unfounded or excessive.

If we do not agree to provide you with access to or to correct your personal information as requested or otherwise meet your requests, we will notify you accordingly.

### Business transitions

If the ownership of all or a portion of Cirtex or our website changes, your user information may be transferred to the new owner so that the website can continue operations. In this event, your information will remain subject to this privacy policy.

### Users outside Australia and New Zealand

The information we collect may be processed in and transferred between your location and Australia/ New Zealand. Australia and New Zealand may not have equivalent data protection laws to those in force in your location.

### Changes in privacy policy

We may occasionally make changes to our privacy policy, Terms of Use, or alter website functionality. We encourage you to review the policy regularly for the latest information on our privacy practices.

### Contact details

If you have any questions or complaints in relation to how we collect, hold or use your personal information about our privacy policy, or any other matter (including a complaint), please feel free to contact us in one of the following ways:

[Info@cirtex.com.au](mailto:Info@cirtex.com.au)

Phone 1800 012 681

Post PO Box 7138, Silverwater, NSW 2118, Australia



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GAIN MORE GROUND