

HENRY HAYMES PTY LTD ("Haymes")

PRIVACY POLICY

Henry Haymes Pty Ltd (ACN 004 201 638) and its related entities (**Haymes, we or us**) recognise the importance of your privacy and take care to protect your information.

This privacy policy explains what information we collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights and how to contact us.

Where we collect personal information and credit-related information from you or about you, we comply with the Australian Privacy Principles (**APPs**), the Credit Reporting Regime and the Credit Reporting Privacy Code (**CR Code**) as contained in the *Privacy Act 1988* (Cth) (**Privacy Act**).

The APPs, the Credit Reporting Regime and the CR Code specifically detail how personal and credit information may be collected, used, disclosed, stored and destroyed, and how you may gain access to or make complaints about the personal and credit information held about you.

"Personal information" is information or an opinion about an identified individual, or about an individual who is reasonably identifiable.

"Sensitive Information", a sub-set of personal information, is information or an opinion about specific matters, such as your professional or trade association membership, or trade union membership, etc.

"Credit Information" includes a range of information and matters relating to your personal credit history and credit worthiness. It also includes "Credit Eligibility Information", which is information and assessments compiled based on your credit information.

By visiting or using our website at <http://www.haymespaint.com.au> (**Website**), contacting us or otherwise providing us with information (including, but not limited to, in person, in hard copy or online) you acknowledge that you understand and agree to the collection, storage, usage and disclosure of your information by us in manner described in this privacy policy.

Please note, to the extent our Website contains links to other websites which are provided for your convenience, we are only responsible for the privacy practices and security of our Website. We recommend that you check the privacy and security policies and procedures of each and every other website or application that you visit or use.

What information do we collect?

In order to provide you with products and services, we collect personal information about you including from our Website, telephone conversations, e-mails and written and verbal communications.

We usually collect personal information directly from you. You may provide those details when you make an enquiry with us by phone or email, in person, when you complete a form on the Website, when you interact with our social media pages or when you engage

with us to provide you with our services. We may collect information when you contact us by any means.

We may, by way of example, collect your:

- name;
- address;
- phone, fax and mobile numbers;
- email address;
- date of birth;
- bank account details;
- credit card details;
- gender;
- professional or trade association membership;
- occupation;
- information you supply when submitting forms on our website; and
- any other information provided by you to us.

We will collect credit information from you or about you, if you:

- apply for a commercial credit account with us; or
- are or propose to become a guarantor for someone else's commercial credit account with us.

The kinds of credit information we may collect from you may include, by way of example, your:

- name, alias or previous name(s);
- date of birth;
- gender;
- drivers licence details;
- current and previous residential addresses; and
- name of your current employer.

We collect and hold information relating to your personal current credit liabilities, previous credit payments and defaults, current and previous Court proceedings and insolvency actions against you and information about your credit worthiness. This credit information may relate to both consumer and/or commercial credit.

Sensitive information will only be used and disclosed for the purpose for which it was collected by us or for a directly related secondary purpose.

We will collect credit information directly from you (e.g. from credit account application forms that you submit to us). We may also supplement the information that you provide with other information that we obtain from our dealings with you or which we receive from other organisations.

We will also collect credit information about you from specific requests that we make to credit reporting bodies (such as Veda or Dun & Bradstreet). In some instances, we may receive credit information about you from other credit providers with whom you deal.

We also compile our own, internal credit file about you on the basis of such information. This information relates to an assessment of your personal credit worthiness.

How will we use your information?

All personal information that we obtain about you will be recorded, used and protected by us in accordance with the Privacy Act and this privacy policy.

We primarily collect, hold, use and disclose personal information from you or about you where it is reasonably necessary for us to carry out our business functions and activities, for example:

- to provide our goods and services to you or your organisation;
- to communicate with you;
- for record keeping purposes;
- to improve the quality of our service;
- for market research;
- to track activity on our Website;
- to provide you with information about our business and services, including marketing or promotional material; and
- to conduct our business and provide customer support.

How will we disclose your information?

In order to provide our services to you, we may need to appoint other organisations to carry out some activities on our behalf.

All third parties are given access to the information they need to perform their function but cannot use that information for other purposes.

Our business works closely with a network of stockists. We routinely disclose your personal information to these third parties for them to assist us in carrying out our business functions and activities. We may also disclose your personal information to our online learning and training partners in specific circumstances.

We may disclose personal information about you to:

- other organisations that we have affiliations with;
- promoters or sponsors of any competition conducted or promoted by us;
- specific third parties that you have authorised to receive information held by us;
- other third parties where necessary or desirable to provide you with our services;
- our employees, related bodies corporate, contractors or external service providers for the operation of our website or business, fulfilling requests or responding to enquiries from you or providing services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, data entry service providers, electronic network administrators and professional advisors and consultants;
- any relevant authority or enforcement body where we reasonably believe that such disclosure is necessary to bring legal action against anyone who has breached our terms and conditions or have engaged in any unlawful activity;
- such entities that we propose to merge with or be acquired by; and

- any other person where otherwise required or permitted to by any law, including under the Privacy Act.

We may collect sensitive information from you or about you where there is a legal requirement to do so, or where we are otherwise permitted by law. In all other situations, we will specifically seek your consent.

Where we wish to use or disclose your personal information for other purposes, we will obtain your consent.

We may collect, hold, use and disclose credit information and credit eligibility information about you for the purposes of assessing your application for a commercial credit account with us, and for collecting overdue payments.

If you are a guarantor or proposed guarantor for someone else's credit account, we collect, hold, use and disclose credit information and credit eligibility information about you for the purpose of assessing your suitability as a guarantor, and (if necessary) for enforcing the guarantee and collecting payments owed to us.

We will disclose credit information about you to credit reporting bodies for purposes related to assessing your credit worthiness, and reporting on payment defaults.

We may disclose credit eligibility information to other credit providers and to guarantors, where we have obtained your consent.

We may also disclose credit eligibility information to third parties (including debt collectors, government departments and enforcement bodies) where required or permitted by law.

Information about other people

If you provide information to us about a third party (such as your directors, employees or someone you have business dealing with) please make sure that you are allowed to give us that information to us.

In any event, we will treat any personal information we received in accordance with this policy.

If you think that someone else may have provided personal information about you to us, then you can contact us at privacy@haymespaint.com.au

Cookies and tracking technology

In common with many other website operators, we may use a standard technology called 'cookies' on our Website. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate this website on each visit.

Cookies that are used in any part of our website will not be utilised for collecting personally identifiable information and will only be used for internal management purposes.

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. Please note, if you do turn cookies off this will limit the service that we are able to provide to you.

Security of information

We take the security of your personal information, credit information and credit eligibility information seriously.

We take a range of steps to ensure that this information is secure. These include:

- ensuring that the information we collect is stored in a secure environment and protected from unauthorised access, modification or disclosure;
- restricting access to your information to the employees, contractors and agents who require that information in order to provide you with our products or services;
- backing up the information on a secure server; and
- ensuring our staff receive regular training on privacy procedures.

Overseas disclosure

We generally do not disclose your personal information, credit information or credit eligibility information to overseas recipients.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

By accessing our website, you agree:

- to and authorise us giving your personal information, in accordance with this privacy policy, to a third party who is not in Australia or a third party who may transfer and store outside Australia your personal information (**Overseas Recipient**);
- that, while we will take reasonable steps to ensure that an Overseas Recipient does not breach the APPs, Overseas Recipients are not bound by the APPs and subclause 8.1 of the APPs does not apply to the disclosure of your personal information to an Overseas Recipient; and
- that, if an Overseas Recipient handles your information in breach of the APPs, you will not be able to seek redress under the Privacy Act.

Direct Marketing

We use your personal information to notify you of services that we are able to offer you from time to time.

You may opt out of receiving any publications, newsletter, or other marketing product at any time.

Requests for access and correction

We have procedures in place for dealing with and responding to requests for access to, and correction of, the personal information, credit information and credit eligibility information held about you.

You can contact us to update or correct your personal information by e-mailing us at privacy@haymespaint.com.au

Your right to access your personal information

You have the right to access your personal information credit information and credit eligibility information held about you and requests for information about our privacy policy are welcomed.

You will need to prove your identity before we can grant you access. Note that access may be denied if one of the exceptions set out in the Privacy Act applies.

Complaints and concerns

If you would like any further information or have any comments, queries or complaints about our privacy policy, privacy practices or any other aspect of our website or service, please contact us using the below details:

Privacy Officer

Henry Haymes Pty Ltd
PO Box 167
WENDOUREE VIC 3355
Freecall: 1800 033 431
Freefax: 1800 801 892
Email: privacy@haymespaint.com.au

If you have a complaint in relation to the management of your personal information, you can also do so by contacting the Privacy Commissioner at <https://www.oaic.gov.au/privacy/privacy-complaints>.

Updated: August 2022