



REALCHEM AUSTRALIA PRIVACY POLICY

Effective as at 1st July 2017

This policy provides information as to the kind of personal information which we collect in our business, including through the Website located at <http://www.realchem.com.au>

1. Commitment to your privacy

Chemmongers Pty Ltd ABN 72 612 326 431 trading as Realchem Australia ("we"; "our"; "us") is bound by the Australian Privacy Principles, contained in the *Privacy Act 1988* (Cth) which govern the handling of personal information. We are committed to ensuring the privacy of the information which customers and users ("you") of the Website provide to us.

"Personal information" has the meaning in the *Privacy Act 1988* (Cth) and includes information about an identifiable individual, including their name, gender, date of birth, address, telephone and fax numbers, email address, driver's licence details, credit information and history, banking details, photographs, employment details and if and where applicable, information that constitutes "sensitive information". "Personal information" includes an opinion about an identifiable individual.

"Sensitive information" is a subset of personal information and includes information about a person's racial or ethnic origin, health information, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices and criminal record.

We understand that your personal information, and how we use it, is very important to you. The following statement reflects our policy in relation to personal information which we collect. If you have any further questions relating to this Privacy Policy, please contact our privacy officer whose contact details are set out at the end of this Policy.

2. Our Privacy Policy

We will:

1. Not collect personal information unless we consider it necessary for us to provide goods and services;
2. Not use or disclose personal information about you for a purpose other than:
 - The purpose for which it was collected;
 - A related purpose (or, in the case of sensitive information, a directly related purpose) which you would reasonably expect;
 - A purpose required or permitted by law; or
 - A purpose for which we have obtained your consent;
3. Take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate and up to date;
4. Take all reasonable steps to protect and safeguard the personal information we collect;
5. Make available our policies on our management of personal information; and
6. Provide individuals with access to their personal information that we hold, except where we are required or entitled by law to refuse access.

3. When do we collect personal information?

We will only collect personal information if it is necessary for us to do so. Situations in which we may collect personal information include, but are not limited to:

1. When we meet or deal with an individual from an organisation wishing to do business with us;
2. In connection with suppliers in respect of products and services which may be supplied to you;
3. When a Website user signs up to receive marketing information;
4. Where you are required to pay to purchase goods or services from us through the Website we (or a financial services provider engaged by us or a third party) will (or that third party) will also collect financial information such as credit card information, your mailing address etc.; or
5. When required by law.

We collect information on visitors to the Website, including information on which areas of the Website are most often accessed and how long visitors visit those areas.

We may collect information about your computer or device, including where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

4. Ways in which we collect personal information

We may collect personal information from you in person, in writing, by telephone, and through the Website.

We may use "cookies" which enable us to monitor traffic patterns and to

serve you more efficiently if you revisit the Website. A cookie does not identify you personally but it does identify your computer. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. Rejecting cookies may have the effect of limiting your access to parts of the Website.

In each case, we will treat personal information we collect in accordance with the Australian Privacy Principles.

5. What do we use personal information for?

We use personal information principally to provide information to you, to enable you to receive products and services from us and to conduct research in order to identify and analyse your ongoing needs.

Further, we use the personal information collected from you for the purpose it was provided or collected, including in the following ways:

- To respond to enquiries received from you;
- To perform authorised financial transactions with you;
- To verify your identity and to assist you if you have forgotten any user name or password;
- To communicate with you and provide you with information (whether by email, post or other means) about our products or services, where you have requested or consented to receiving this from us or where this provision is otherwise permitted under the Australian Privacy Principles;
- To notify you about changes to the Website;
- To ensure that content from the Website is presented in the most effective manner for you and for your device;
- To receive and address feedback or complaints from you;
- To protect our legal interests and fulfill our regulatory obligations (if and to the extent necessary); and
- In other circumstances, with your prior consent.

You have the option to opt out of receiving email marketing communications from us. If you do not wish to continue to receive electronic marketing communications from us you should opt-out by clicking on the "unsubscribe" link in any email communications that we might send you.

Except where otherwise stated by us in this privacy policy, we will not, without your consent, sell or otherwise provide your personal information to a third party, or make any other use of your personal information, for any purpose which is not incidental to your use of the Website.

6. Disclosure of personal information to third parties

We may disclose personal information, and you consent to us doing so, to our related entities for the purpose for which it was collected or otherwise advised under this Privacy Policy.

We may disclose personal information, and you consent to us doing so, to third parties who are engaged by us to perform functions or provide products and/or services on our behalf, such as financial services providers processing credit cards and our agents, business partners, joint venture entities or contractors, for the purpose of distributing materials that you have consented to receive. We may also need to disclose personal information if required to conduct any investigation into you or your activities, if for example there is reason to believe that you have committed a breach of our terms and conditions of trade. We may also disclose such information as required or permitted by any law.

If you request us not to use personal information in a particular manner at all, we will use reasonable measures to carry out your request, but you acknowledge that use of the Website may involve some use of your personal information and that following your request, we may still use or disclose that information if:

- You do not provide us with adequate time to address your request;
- We subsequently notify you of the intended use or disclosure and you do not object to that use or disclosure;
- We believe that the use or disclosure is reasonably necessary to assist a law enforcement agency or an agency responsible for government or public security in the performance of their functions;
- You continue to use the Website;
- We are required by law to disclose the information.

Unless in using the Website you expressly or impliedly agree to make certain information available and able to be used and/or disclosed by use, all personal information which we collect is kept confidential to the best of our ability, subject to this Privacy Policy. You will appreciate, however, that we cannot guarantee the security of transmission, as there are always risks associated with transmitting information across the internet.

In addition, our employees and contractors who provide services related



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to our Website are obliged to respect the confidentiality of any personal information held by us.

Personal information which we collect may be aggregated for analysis but, except in circumstances where you expressly or impliedly indicate that you wish to make the information available to others and to identify you, we will use best endeavours to ensure that individuals remain unidentified.

We may make some personal information available to businesses located outside Australia, for the purposes of those businesses providing hosting services and/or providing goods and services which allow the Website to function and for us to provide various features and track certain data and information. Those third party service providers agree with us that they will not use or disclose the personal information for unrelated or extraneous purposes. These service providers are typically located in the **India and the United States of America**. Apart from these uses we do not otherwise disclose information outside Australia.

7. When we collect and security of personal information

We will take reasonable steps at or before the time we collect personal information from you to ensure that you are aware of:

1. Who we are and our full contact details;
2. The fact that a person is able to gain access to personal information which we collect and seek the correction of such information;
3. The purposes for which the personal information is collected;
4. The organisations (or types of organisations) to whom we will usually disclose or transfer that personal information to;
5. Whether it is likely that we will disclose information to overseas recipients and, if so, where;
6. Any law which requires us to collect the personal information; and
7. The main consequences (if any) if all or part of the personal information requested by us is not provided.

We hold personal information in our own secure databases.

We take all reasonable steps to protect your personal information, including internal and external security, restricting access to personal information to those who have a need to know and maintain technological products to prevent unauthorised computer access and regularly reviewing our technology to maintain security.

We treat website and credit card security seriously and endeavor to provide a secure, safe platform through which to conduct transactions.

8. Transfer of personal information

If our business is ever sold, acquired, merged, liquidated, reorganised or otherwise transferred, we reserve the right to transfer to the extent permissible at law, our user databases, together with any personal information and non-personal information contained therein to a third party acquiring the assets.

9. Access to your personal information

You are entitled to have access to any of your personal information which you have previously supplied to us. To obtain a copy of the personal information we hold of you please write to us using the contact details provided below.

We will not charge you for requesting access to your personal information.

10. What to do if you believe the information we hold about you is inaccurate

If you believe that any information which we hold about you is inaccurate or out of date, please contact us and we will review and update the relevant information.

11. Changes to this Privacy Policy

We reserve the right to review and change this Privacy Policy from time to time and inform you of any changes to this Policy by email and by placing the revised Policy on the Website.

12. If you are dissatisfied with the manner in which we use your personal information

We want always to improve our systems and procedures to give you full confidence in our ability to respect and safeguard the privacy of the personal information which you provide to us. If you wish to make an inquiry regarding any personal information relating to you which may be in our possession, contact:

The Privacy Officer
Realchem Australia
41, Mogul Court, Deer Park, VIC 3023, Australia
Email: admin@realchem.com.au