

SEW-EURODRIVE PTY LTD
PRIVACY POLICY, 08/16

SEW-EURODRIVE Pty Ltd (referred to as SEW-EURODRIVE, we, us or our) is committed to maintaining the confidentiality and security of personal information we hold. Our aim is to ensure that we handle information in accordance with our obligations under the Australian Privacy Principles enshrined in the Privacy Act 1988 (Cth). This Privacy Policy outlines the manner in which we collect, store and use personal information.

SEW-EURODRIVE is related to other entities (related entities) and this Privacy Policy applies if your personal information is dealt with by those related entities. A reference in this Privacy Policy to SEW-EURODRIVE, we, us or our also refers to our related entities.

We may, from time to time, review and update this Privacy Policy, including taking into account new laws, regulations, practices and technology. All personal information held by us will be governed by our most recent Privacy Policy, posted on our website at: www.sew-eurodrive.com.au.

What personal information do we collect?

"Personal information" is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.

Personal information collected by us may include (but is not limited to) the following:

- Name, postal and email address;
- Australian Business Number;
- Contact details including telephone numbers (landline and mobile);
- Customer number;
- Credit history and other financial information, including your ABN or ACN;
- Occupation and employment details; and
- Payment details, such as your credit card details.

When and why we collect personal information:

We collect, hold, use and disclose personal information to provide and service geared motors and variable speed drives for industrial application, to provide you with access to the features of our *Online Support* customer portal, to conduct our business functions and to communicate with you about our products and services.

SEW-EURODRIVE collects personal information from you in a variety of ways. For example, we may collect personal information about you:

- When you complete an order form;
- When you register online and become a user of our *Online Support* customer portal;
- In the course of providing you with goods and services;
- When you submit a job application to us;
- When you request information about us, our products or our services;
- As set out in our Application to Open a Credit Account and Commercial Credit Reporting Policy, available on request, if you apply for credit;
- When you provide feedback; and
- When you contact us by telephone, fax, email, post or in person.

We may also collect personal information about you via third parties (i.e. other organisations, such as your employer or business, or from third party recruitment agencies to whom you provided your personal information). However we will only collect your personal information in this way if it is unreasonable or impracticable to collect this information directly from you or if we are otherwise permitted to do so.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

Information collected via our website:

When you access our website, we may automatically (i.e. without a registration process) record general, non-personal information (e.g. IP number, type of browser and operating system used, domain name of the website from which you accessed our site, the number of visits, average time spent on the site, pages viewed). This information may make it possible to draw conclusions about personal information. If this information does constitute personal

information, we will use it in accordance with the Australian Privacy Principles and this Privacy Policy.

Click Stream Data:

When you visit and browse our website, our website host may collect information for statistical, reporting and maintenance purposes.

The information collected by our website host is used to administer and improve the performance of our website and will not be used to identify you. The information may include:

- The number of users visiting our website and the number of pages viewed;
- The date, time and duration of a visit;
- The IP address of your computer; and
- The path taken through our website.

Cookies:

Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns. Cookies may be used on our website to monitor web traffic, for example the time of visit, pages visited and some system information about the type of computer being used. We use this information to enhance the content and services offered on our website.

Cookies are sometimes also used to collect information about what pages you visit and the type of software you are using. If you access our website or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive.

Cookies may also be used for other purposes on our website but in each case none of the information collected can be used to personally identify you.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites then you may not be able to gain access to all of the content and facilities in those websites.

How we use your personal information:

We collect personal information you provide about yourself for our business functions and activities, including primarily to record appropriate details for completing any service or order you have placed with us, and also to:

- Provide and service geared motors and variable speed drives for industrial application and other products or services to you;
- Administer SEW-EURODRIVE's relationship with you including to respond to queries;
- Identify, inform and communicate with you about other products or services that may be of interest to you;
- Provide you access to the features of the *Online Support* customer portal, and administer your *Online Support* account, if applicable;
- Manage SEW-EURODRIVE's accounts and carrying out debt and equipment recovery functions;
- Carry out credit checks and credit reporting where you or your business are seeking to use a credit facility, but only in accordance with our Credit Reporting Policy;
- Process any job application submitted by you;
- If you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this Privacy Policy;
- Monitor the success of our website and improve its performance or content in accordance with this Privacy Policy;
- Help us research the needs of our customers and to market our products and services with a better understanding of your needs and the needs of customers generally;
- Allow us to provide advertising material to you regarding us, our clients, and other business partners; and
- Share your personal information with our related entities, business partners and selected third parties.

You consent to us using your personal information in the above ways.

We may collect and use your personal Information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information. We do not otherwise disclose your personal information without your permission, unless the disclosure is:

- In accordance with this Privacy Policy or any agreement you enter into with us; or
- Required or authorised by law, including without limitation the Australian Privacy Principles under the Privacy Act 1988 (Cth).

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, we may not be able to undertake certain activities for you such as providing you with requested information, products or services. If you do not provide your personal information in all of the mandatory fields on the *Online Support* registration page, you will not be able to create a new user account.

How we disclose your personal information:

We may disclose personal information in a controlled manner to the following entities in the course of providing products and services to you, or as may be required by law:

- Third party agents or contractors appointed to provide services to us, our clients or our related entities where such disclosure would be necessary, including:
 - Local producers of spare parts;
 - Transport companies;
 - Debt collection companies;
 - Companies who are contracted to maintain the security and integrity of SEW-EURODRIVE's electronic data;
 - Companies who are contracted to provide third party internet service provider (ISP) services to SEW-EURODRIVE;
- Companies that are related to SEW-EURODRIVE, whether within Australia or otherwise, such as other EURODRIVES and including our parent company SEW-EURODRIVE GmbH & Co KG;
- Our bank or financial institutions; or

- Other independent contractors engaged to provide services either to you on our behalf, or to us, such as our auditors.

We also use the information for other purposes where you consent to this use.

Where information is required to be disclosed by law, we will only disclose necessary information.

Overseas disclosures:

Some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may also happen if our related entities are overseas, if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage, and processing of your personal information outside of Australia.

In particular, your personal information may be disclosed to our parent company SEW-EURODRIVE GmbH & Co KG which is located in Bruchsal, Germany, as well as third party service providers which may store your personal information in New Zealand, the United States and Germany, and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy, without us being responsible under the Privacy Act 1988 (Cth) for such use (or for any breach). In these circumstances, you consent to the collection, use, storage and processing of your personal information in those countries. Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the Australian Privacy Act in relation to how those parties treat your personal information.

Marketing:

You consent to us using your personal information for sending you information, including promotional material, about us or our products and services, as well as the products and services of our related entities and third parties, now and in the future. You also consent to us sending you such information by means of direct mail, telemarketing, email, SMS and MMS messages. You can contact us using the contact details specified in "Contacting us",

below if you do not want to receive marketing information from us or if you want to stop receiving telemarketing.

Persons under 18 years of age:

Persons under 18 years of age should not send us any personal information without the permission of their parents or guardians. We do not request personal information from anyone under 18 years of age. SEW-EURODRIVE will never knowingly collect personal data from minors or disclose it to third parties.

Accessing and updating your personal information:

Individuals wishing to access or correct their personal information at SEW-EURODRIVE may do so by contacting our Privacy Officer in any of the ways set out in "Contacting us", below. We will comply with all reasonable requests for access or to have inaccuracies corrected. There may be some legal or administrative reasons to deny access. If we refuse your request to access your personal information, we will provide you with reasons for the refusal.

Individuals may have the option of not providing some of the information which we request, of using a false name (that is, using a pseudonym) or of not providing any personal information at all (that is, anonymously). However, this may prevent us from offering our services to such clients or limit the quality of our service.

Storage and security of personal information held by us:

SEW-EURODRIVE uses technical and organisational security measures to protect your data against accidental or unlawful manipulation, loss, destruction or unauthorised access. Our security measures are continually improved in line with technological measures.

Contacting us:

If you:

- Have any queries about our Privacy Policy;
- Require further information on how we handle personal information;
- Consider we are acting in a way that may be contrary to this policy,

- Would like to opt out of direct marketing;
- Wish to make a complaint in relation to a breach of your privacy; or
- Would like to access or correct your personal information held by us,

please contact our Privacy Officer:

David O'Halloran
Company Secretary
SEW-EURODRIVE Pty Ltd
27 Beverage Drive
Tullamarine, VIC 3043
E-mail: mail@sew-eurodrive.com.au
Phone: 03 9933 1000
Fax: 03 9933 1003

We will investigate your queries and complaints within a reasonable period of time of receiving the complaint and will notify you of the outcome of our investigation. We endeavour to deal with any complaints about how we handle personal information in an impartial and discreet manner, and with a view to achieving a mutually acceptable resolution.