

Privacy Policy

In this Privacy Policy, 'us' 'we' or 'our' means Brandis Hire Pty Ltd ABN 43 612 478 672 and our related bodies corporate. We are committed to respecting your privacy. We are bound by the Australian Privacy Principles under the *Privacy Act 1988* (Cth) (**Privacy Act**). We are also bound by Division 3 of Part IIIA of the Privacy Act, which regulates the handling of credit information, credit eligibility information and related information by credit providers; and the Credit Reporting Privacy Code.

Our Privacy Policy sets out how we collect, use, store and disclose your personal information and credit-related information. By providing personal information and credit-related information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details. It may also include financial information, including your credit card information.

Credit eligibility information means information that has been obtained from a credit reporting body, or that has been derived from that information, that is about an individual's credit worthiness.

Credit information means personal information that includes the following:

- information about an individual, like their name, address and driver's licence number, that we may use to identify that individual;
- information about an individual's current or terminated consumer credit accounts and repayment history;
- the type and amount of credit applied for in any previous consumer or commercial credit applications to any credit provider, where that credit provider has requested information;
- information about an individual from a credit reporting body;
- information about consumer credit payments overdue for at least 60 days and for which collection action has started;
- advice that payments that were previously notified to a credit reporting body as overdue are no longer overdue;
- information about new credit arrangements an individual may have made with a credit provider, in relation to consumer credit currently or previously held, to deal with any defaults or serious credit infringements by that individual;
- information about court judgments which relate to credit that an individual has obtained or applied for;
- information about an individual on the National Personal Insolvency Index;
- publicly available information about an individual's credit worthiness; and

- an opinion of a credit provider that an individual has committed a serious credit infringement of credit provided by that credit provider.

We may not hold all of these kinds of information about a particular individual. However, if we hold any of these kinds of information, it is protected as credit information under this Privacy Policy.

Credit-related information means credit information, credit eligibility information and related information.

What personal information and credit-related information do we collect?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- age or date of birth;
- credit card information;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or app or indirectly through your use of our website or app or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide to us through customer surveys; or
- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information, as well as credit information, either directly from you, or from third parties, such as any referees that you provide, other credit providers and third party service providers including credit reporting bodies. We may collect this information when you:

- register on our website or application;
- apply for a credit application;
- communicate with us through correspondence, chats, email, or when you share information with us from other social applications, services or websites;
- interact with our sites, services, content and advertising; or

- invest in our business or enquire as to a potential purchase in our business.

Credit reporting bodies collect credit information about individuals, which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities. You can also ask a credit reporting body, through contact details on their website, not to use or disclose your personal information if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

In addition, when you apply for a job or position with us we may collect certain information from you (including your name, contact details, working history and relevant records checks) from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether or not to make you an offer of employment or engage you under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of our current and former employees, which are exempt from the Privacy Act.

Why do we collect, use and disclose personal information?

We may collect, hold, use and disclose your personal information (including credit-related information) for the following purposes:

- to enable you to access and use our website, services and/or applications;
- to operate, protect, improve and optimise our website, services, applications, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties;
- to consider your employment application, if applicable;
- consider whether to provide you or a related entity with credit, or accept you as a guarantor;
- consider your credit worthiness when making decisions regarding your credit application;
- provide information to credit reporting bodies and participate with other credit reporting systems recognised by the Credit Reporting Privacy Code; and
- take debt recovery action and enforcement where necessary to recover amounts against guarantors or where infringements have occurred.

We may also disclose your personal information to a trusted third party who also holds other information about you. This third party may combine that information in order to enable it and us to develop anonymised consumer insights so that we can better understand your preferences and interests, personalise your experience and enhance the products and services that you receive.

Do we use your personal information for direct marketing?

We and/or our carefully selected business partners may send you direct marketing communications and information about our services. This may take the form of emails, SMS, mail, or other forms of communication, in accordance with the Spam Act and the Privacy Act.

We may send these communications where you have provided express consent, or where we reasonably believe that consent can be inferred from our existing business relationship with you.

Express consent may be provided when you subscribe to receive marketing communications, submit a form indicating that you would like to hear from us, or provide consent directly to a Brandis Hire team member, or otherwise request or agree to receive marketing communications.

Inferred consent may apply where you have an existing and ongoing business relationship with Brandis Hire and it is reasonable to expect that you would receive communications relating to the products, services, or industry relevant to that relationship.

We periodically review our client relationships and may cease relying on inferred consent where the business relationship is no longer considered current or active.

You may opt-out of receiving marketing communications from us by contacting us using the details set out below or by using the opt-out facilities provided (for example, via an unsubscribe link).

Opting out of marketing communications will not prevent Brandis Hire from contacting you where necessary in connection with an existing enquiry, quotation, hire, order, account, service or other transactional or administrative matter.

To whom do we disclose your personal information?

We may disclose personal information (including credit-related information) for the purposes described in this privacy policy to:

- our employees and related bodies corporate;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators (for example, merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- our sponsors or promoters of any competition that we conduct via our services;

- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us;
- guarantors or security providers in relation to any credit we provide you;
- credit reporting bodies and other credit providers;
- debt collecting agencies;
- debt assignment organisations; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Refusal of credit applications

We may refuse an application for consumer credit made by you individually or with other applicants. Our refusal may be based on credit eligibility information obtained from a credit reporting body about either you, another applicant or another person proposed as guarantor. In that case, we will give you written notice that the application has been refused on the basis of that information. We will tell you the name and contact details of the relevant credit reporting body and other relevant information.

Disclosure of personal information outside Australia

We may disclose personal information (including credit-related information) outside of Australia to third party suppliers, cloud providers and payment processors located outside of Australia, including in the USA and Singapore.

When you provide your personal information (including credit-related information) to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the

Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

We use Google AdWords Remarketing to advertise Brandis Hire across the internet. AdWords remarketing will display relevant ads tailored to you based on what parts of the Brandis Hire website you have viewed, by placing a cookie on your machine. Google AdWords Remarketing allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you.

Security

We may hold your personal information (including credit-related information) in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information (including credit-related information) we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information (including credit-related information), you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information or credit-related information, or make a complaint, please contact us using the details set out below:

Attention: Privacy Officer
Brandis Hire Pty Ltd
3/42 Cessna Drive,
PO Box 933
Caboolture QLD 4510

info@brandishire.com.au

+61 433 682 443

Effective: 23 May 2017