

# Durabam Privacy Policy

Durabam Pty Ltd ACN 690 273 431 and all other Durabam business entities (“**Durabam**”) are committed to safeguarding your personal information and privacy when accessing the Durabam Website. Durabam complies with the Australian Privacy Principles established under the *Privacy Act 1988* (Cth) (“**Privacy Act**”).

This Privacy Policy sets out how Durabam protects the privacy of all users who access the Durabam website: [www.durabam.com.au](http://www.durabam.com.au) (“Website”). By accessing the Durabam Website you consent to the collection, use, transfer and disclosure of information in accordance with this Privacy Policy and the Privacy Act.

## Collection of information

Durabam collects non-personally identifiable information about you in a number of ways, including tracking your activities through your IP (Internet Protocol) address, computer settings, most-recently visited URL, or through cookies (described below). We may also ask you to provide certain non-personally identifiable information about yourself, such as your age, your occupation, buying preferences, interest in Durabam, etc.

We do not collect personally identifiable information about you unless you voluntarily submit such information to the Durabam Website by, for example, filling out a survey or registration form, requesting literature or creating an account to design a deck. Personal information we may collect includes information about your:

- Name
- Contact details (such as email address, residential address and phone contacts)

Durabam does not collect information that is regarded as sensitive under the Privacy Act, such as information relating to your racial or ethnic origin, political opinions or religious or philosophical beliefs.

## Use of Information

Durabam may use the information provided by you to inform you of Durabam products and services that may be of interest to you. Personally identifiable information provided by you may be used by Durabam for:

1. the purpose of compiling a personal profile of you which includes your photo, interests, education and values;
2. providing a copy of your personal profile to prospective partners; or
3. to send you from time to time, marketing and promotional material, including but not limited to, invitations to events, special offers, feedback and company bulletins.

Durabam users may opt-out of receiving future mailings from Durabam by unsubscribing from Durabam emails or other contacts by emailing [info@durabam.com.au](mailto:info@durabam.com.au).

Durabam has the right to monitor the Durabam Website electronically, from time to time, and to disclose any information necessary to satisfy any law, regulation, or other government request, to operate the Durabam Website properly, or to protect itself. We may also use your personal information to protect the legal rights, property, safety, trademark, or copyright of Durabam, its customers, or related business entities.

Non-personal demographic and profile data may be used to tailor your experience on the Durabam Website. This information may also be shared with Durabam dealers, distributors or contractors on an aggregate, non-personal basis. When Durabam shares such information with dealers, distributors or contractors, it is not traceable to any particular user and will not be used to contact you again.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding the handling of your personal information, but you acknowledge that we will not be liable to you for any breach of the Australian Privacy Principles by these parties.

## **Protecting Your Personal Information**

Durabam is committed to ensuring that the information you provide to us is secure.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. However, data protection measures are never completely secure, and despite the measures that we have put in place, we cannot absolutely guarantee the security of your personal information.

## **Other websites and links**

The Durabam Website contains links to other websites. Durabam is not responsible for the privacy practices or the content of such websites, and does not warrant the accuracy or completeness of any other website that the user may access through the Durabam Website or which provides links to the Durabam Website.

Durabam or Durabam authorised dealers, distributors or contractors are independently owned and operated, and are neither affiliated with nor agents or representatives of Durabam. Durabam makes no representations or warranties as to, and accepts no duty or responsibility for, the performance, acts or omissions of such parties.

## **Access to your personal information**

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act.

If you would like a copy of the information that we hold about you or you would like to correct any of the information we hold about you, please email us at [info@durabam.com.au](mailto:info@durabam.com.au).

## **Complaints**

If you would like to make a complaint because of a breach of this Policy, or our procedures in relation to protecting your personal information, you can email your complaint to [info@durabam.com.au](mailto:info@durabam.com.au) setting out the details of your complaint and supporting evidence.

We take this matter seriously and will quickly investigate the complaint and respond to you. Where you feel that we have not dealt with your complaint sufficiently, you can then complain to the Australian Privacy Commissioner.

## **Changes to Privacy Policy**

Please be aware that we may change part, or all of our Privacy Policy, at any time. Any changes made will be effective immediately and your continued use of our services constitutes acceptance of the revised Policy.

If you would like further information regarding our Privacy Policy, you can contact us directly at [info@durabam.com.au](mailto:info@durabam.com.au).