

AMPOSS GROUP PRIVACY POLICY

Amposs Group, including Cortela Carbon, Torema Engineering and Torema Asia, recognise the importance of protecting the privacy of the personal information we collect from our customers and prospective customers. We are committed to and bound by the Australian Privacy Principles under the Privacy Act 1988 Cth (as amended). This statement discloses what information we collect and how we use, disclose and store your personal information, as well as how you can contact us and get access to your information. Our privacy policy applies to all your dealings with us whether the dealing is through your personal visits to our offices, by telephone, mail, or our internet website.

WHAT PERSONAL INFORMATION DO WE COLLECT, AND HOW DO WE GET IT?

We collect your personal information from our credit forms, or what you tell us or show us when you telephone us, email us, visit our establishments, or submit enquiries from our website. We may also collect personal information from credit reporting agencies and from searches we conduct, including the PPS Register. When you are making enquiries about our products and services, we will usually ask you for your name, your contact details including your phone number, and email address. This helps us to contact you to answer your enquiries. You may also provide us your credit card details for the purpose of paying for your purchases. If you apply for a credit account with us, we may ask for the above information, as well as:

- Your bank account details.
- Trade references to allow us to assess your background; and
- If you are a company, name and address details of all directors of the company.

WHAT DO WE USE THIS PERSONAL INFORMATION FOR?

All information sought is required for our business purposes, which includes:

- responding to your enquiries or requests
- to provide you with the products you wish to purchase
- to help us to identify other products and services that might be beneficial to you, and to inform you about them and items of interest
- to evaluate the needs of our customers and to develop new products
- internal accounting and administration
- to protect you and us from fraud

Your personal information may be shared with any members of the Amposs Group of Companies. We assume we have your consent to use your personal information for the above purposes, in particular, for the purposes of sending information to you about our products and services, unless you advise us not to. If you do not want us to contact you or send you information, please let us know.

OPTING OUT

You may opt out of receiving promotional materials from us, by emailing marketing@cortela.com.au

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DISCLOSURE OF YOUR INFORMATION TO PARTIES OUTSIDE THE AMPOSS GROUP

As a general principle, Amposs Group, including its related entities Cortela Carbon, Torema Engineering and Torema Asia will not provide any unrelated party with any personal information it has collected about you. Exceptions may occur where:

- Amposs believes in good faith that you have consented;
- A law enforcement agency, or other government agency, is exercising its legal authority and has asked Amposs to provide access to that information;
- You are in default of a contractual commitment to us, in which case we may need to release your details and the relevant history of your transactions with us to our legal advisers, debt collection agencies, credit reference bodies, or industry associations.

Other than the purposes above, we will not disclose your information unless with your consent, or as required or authorised by law.

PROTECTING YOUR PERSONAL INFORMATION

We store information in different ways, including hard copies and electronic form. We take all reasonable care to ensure that the personal information about you is protected from loss, misuse or alteration.

GAINING ACCESS TO YOUR PERSONAL INFORMATION

You have a right to access the personal information we store about you. If you wish to access your information, please write to us (our contact details are at the end of this statement). Subject to verification of your identity, we will provide you with access to any information we are holding about you as soon as practicable. We may charge you the reasonable costs of processing your request.

KEEPING YOUR PERSONAL INFORMATION ACCURATE AND UP TO DATE

If you find that the information we hold about you is inaccurate, incomplete, or out of date, please let us know, and we will take reasonable steps to correct it.

DEALING WITH US

You can refuse to provide us with your personal information if you are making general enquiries about our products and services. However, we may not be able to answer your requests in some cases, or conduct business with you, if you refuse to disclose the personal information that we require.

CONTACTING US

To obtain more information about our privacy policy and how we manage your personal information, please email compliance@cortela.com.au If you have any complaint about the effect of our Privacy Policy on you, you may write directly for the personal attention of our Managing Director, at the same address. Your complaint will then be considered and a reply will be made to you with an appropriate response confirming any further action to be taken. If you are still not satisfied with the outcome of your complaint, you may refer your complaint the Office of the Australian Information Commissioner.