

## **ASKO APPLIANCES (AUST) PTY LTD PRIVACY POLICY**

### **(Collecting Personal Information)**

ASKO Appliances (Aust.) Pty Ltd (ACN 007 007 329) (**ASKO, we, us, our**) understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information we hold. We have developed this policy to inform you of how we manage your personal information and maintain its integrity and security.

We are bound by the *Privacy Act 1988* and must comply with the Australian Privacy Principles. You can find more information about the Privacy Act and the Australian Privacy Principles at the Office of the Australian Information Commissioner's website at: [www.oaic.gov.au](http://www.oaic.gov.au).

While we believe in keeping your personal information highly secure, we also believe that you have the right to be informed about how we deal with that information so, if on reading this policy you are unclear on any of the matters or simply want more information, please contact us by using the contact details provided below.

### **Collecting Personal Information**

We aim to collect personal information only if it is reasonably necessary to providing the service, product or information you have requested from us.

In general you can assume that we collect and hold the following personal information:

- Name
- Address
- Email address
- Telephone number
- Records of your contact with ASKO
- Details of products purchased
- Credit Card details

When you contact ASKO or a retail store in relation to the purchase of /or after sales service of an ASKO product we may record the name of the person making the call, the date and time of the call and the question and answer.

### **How we collect Personal Information**

Unless it is unreasonable and impracticable to do so, we collect your personal information from you directly, including by using cookies on our website. The majority of the personal information collected by us is collected through our online interface system which is operated by retailers from whom you purchase our products, acting as our agents. This may be when you purchase a product in store, online, or place a telephone order.

In some cases we may collect information from a third party such as Asko Authorised Agents, Asko Aftersales Service Providers, extended warranty insurance companies and Satmetrix Systems, Inc. (a third party that assists ASKO to conduct customer surveys and gather customer feedback). At the time of collection, or as soon as practicable after we have collected it, we will take reasonable steps to notify you of the collection and of any matters relevant to the collection.

Naturally we collect and hold a broad range of personal information gathered during the course of providing our products or services. However as stated above, we strive to ensure that we collect and hold only that personal information which is relevant and necessary to your specific matters.

### **How We Use Cookies**

Like many other commercial websites, we may use cookies on some areas of our website. A cookie is a small file saved on your computer's hard drive. When you return to our website, the data saved in the cookie is sent back to the website. We use cookies to enhance your visit to our website, for securely storing your ID and password, for personalizing home pages, for identifying which parts of a site have been visited, and keeping track of selections in a "shopping cart". The cookies we use in no way give us access to your computer or any information about you, other than the information you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Purposes of Collection**

We collect and hold your personal information primarily to:

- provide you with sales and after sales service, including the provision of warranties and managing warranty claims;
- delivering your goods to you; and
- processing payments,

or if it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the primary purpose.

We may also collect and use your personal information:

- to inform you of products that can be purchased from ASKO;
- gather customer feedback and facilitate customer surveys that support this purpose;
- publish testimonials on our website, if a testimonial has been provided to us by you; and
- for NSW sales, to obtain and sell Energy Saving Certificates under the NSW Energy Savings Scheme.

We may disclose your personal information to the following third parties:

- the retailer from whom you purchase one of our products, acting as our sales agents;
- our Related Bodies Corporate as defined in section 9 of the *Corporations Act 2001 (Cth)*, including members of the Gorenje Group;
- third party insurers if you have purchased an extended warranty in relation to one of our goods (Asko Aftersales Service providers);
- third parties engaged by us to assist in providing services, information and products to you;
- IT technicians who may need access when providing on-site support;

- file storage service providers; and
- only in respect of NSW customers, to External Certificate Providers under the NSW Energy Savings Scheme, including Energy Makeovers Pty Ltd, to obtain and sell Energy Savings Certificates, but any such personal information will not include your name.

We may disclose your personal information to recipients in Slovenia which is where our parent company is located.

As a customer of ASKO, we may also disclose your personal information to Satmetrix Systems. Inc. (**Satmetrix**), a third party who assists us in conducting customer surveys and gathering customer feedback. Satmetrix is located, and holds the data and personal information it collects, in the United States and the United Kingdom. By providing us with your personal information, you consent to us disclosing your personal information to Satmetrix, and understand that while ASKO will take reasonable steps to ensure that Satmetrix complies with the APPs, ASKO will not be accountable for breaches of the APPs by Satmetrix and the individual may not be able to seek redress. You may not have the ability to access your personal information that is held by the Satmetrix.

We will not otherwise disclose information about you unless the disclosure:

- is required by law;
- is authorised by law; or
- you have consented to our disclosing the information about you.

### **Personal Information Quality**

We aim to ensure that your personal information is accurate, complete and up to date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current and complete.

If you believe that the information is inaccurate or incomplete, please contact us and we will use all reasonable effort to correct the information.

In the event that we do not believe the information to be incorrect, we will take reasonable steps to add a statement to the information claiming that you believe the information is not accurate, complete or up-to-date.

### **Securing Your Personal Information**

We are committed keeping your information secure and will take reasonable steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

### **Accessing and Correcting Your Personal Information**

You may request access, or correction, to personal information that we hold about you. We will give you access to, or correct, your personal information unless there is a lawful reason for refusing your request for access or correction. If we refuse your request we will give you a written notice explaining our reasons for that refusal and how you may complain about that refusal.

## Changes to this Statement

This Privacy Policy is not a static document; we may make changes to this Privacy Policy from time to time for any reason. We will publish these changes on our website.

## Complaints

If you have a complaint about our collection, use or disclosure of your personal information, or you wish to make a complaint about a breach of the Australian Privacy Principles, please contact our Privacy Officer at the details set out below.

Please set out details of your complaint and your contact details. Our Privacy Officer will contact you to acknowledge your request and ask for any other applicable information. Our Privacy Officer will then investigate the issue and advise you in writing of the outcome.

You can also make a complaint to the Office of the Australian Information Commissioner. Further information is available at [www.oaic.gov.au](http://www.oaic.gov.au).

## Contacting Us

If you would like further information regarding this Privacy Policy, if you have concerns about the information that we currently hold about you, or any aspect of this Privacy Policy, please contact the Privacy Officer at:

<b>Telephone</b>	03 8551 2200
<b>Email</b>	privacy.officer@asko.com.au
<b>Post</b>	ASKO Appliances (Aust.) Pty Ltd 35 Sunmore Close MOORABBIN VIC 3189