

## **Privacy Policy**

Please read these terms and conditions before using our website for the protection of your personal information. Your use of our site constitutes acceptance of the following terms and conditions. If you do not agree with these terms and conditions, you may not use our site.

### **Use of Material**

GHE Lifting welcomes and encourages you to browse its website. All of the text, images and diagrams on this web site are protected by copyright, trademark, and other applicable intellectual property laws. You may download one copy of the material from our site for your personal and non-commercial use so long as you do not delete or alter any of the copyright, trademark or other proprietary notices. Other than the mentioned, you may not copy, download, upload, reproduce, make derivative works, distribute, modify or transmit any of the contents of this site. Except as expressly provided above, nothing contained in this web site shall be construed as granting to you any license or other rights in any software, copyrights, trademarks or other materials contained in this web site.

### **Collection of personal information**

The types of personal information GHE Lifting will collect from you will depend on the circumstances in which that information is collected. It may include: your name, date of birth, contact details such as current and previous address, telephone numbers, email address, occupation, details of shareholdings, information required for recruitment purposes, information required to open or maintain a trading account with GHE Lifting or otherwise do business with us, including your bank account details, information obtained through credit checks, information from prior dealings with GHE Lifting and statistical information on the use of the GHE Lifting website(s), such as your IP address, dates and times of visits.

We collect personal information through various means including: our websites, use of social media, orders for and provision of products, services or support, employment applications, third party service providers, credit checks, credit assessments and debt recovery actions, warranty claims, feedback from customers, our shareholder registry, responses to surveys or research conducted by us, and entries into competitions or trade promotions.

If you do not provide us with the information we request, we may not be able to fulfil the applicable purpose of collection, such as to supply products or services to you or to assess your application for employment.

Where practicable, we will collect personal information directly from you. If we receive information about you from someone else (for example from someone who supplies goods or services to us), we will take reasonable steps to ensure that you are aware that we have collected personal information about you and the circumstances of the collection.

### **Use and disclosure of personal information**

Our main purposes for collecting, holding, using and disclosing personal information are to: supply and obtain products or services; respond to enquiries; assess and process warranty claims; assess

employment applications; undertake research and surveys, and analyse statistical information; conduct trade promotions; comply with legislation and regulations; comply with our policy requirements including in relation to occupational health and safety, diversity, workers compensation, Fair Work Act and environmental matters; to inform you of changes to our business and our products; and for marketing purposes, including to assist in developing our website.

We generally explain at the time we collect personal information how we will use or disclose that information. We will only use or disclose personal information for a purpose other than for which it was collected or a related purpose if you have consented to such different use or disclosure or such use or disclosure is otherwise allowed by the Privacy Laws.

In carrying out our business, it may be necessary to share information about you with and between our related bodies corporate and organisations that provide services to us.

### **Disclosure of information outside the jurisdiction of collection**

We may disclose personal information collected in Australia outside of the jurisdiction. In the conduct of our business, we transfer to, hold or access personal information from various countries outside Australia including New Zealand and India.

### **Direct marketing**

We may, from time to time, send you marketing materials. If you are receiving promotional information from us and do not wish to receive this information any longer, please contact GHE Lifting direct at [info@ghelifting.com.au](mailto:info@ghelifting.com.au), asking to be removed from our mailing lists, or use the unsubscribe facilities included in our marketing communications.

### **Our website privacy practices**

We sometimes use cookie technology on our websites to provide information and services to web site visitors. Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes and are a necessary part of facilitating online transactions. Most web browsers are set to accept cookies. Cookies are useful to estimate our number of members and determine overall traffic patterns through our websites. If you do not wish to receive any cookies, you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of the services on the website.

### **Links to other websites**

Our website may contain links to third party websites. These linked sites are not under our control and we are not responsible for the content of those sites nor are those sites subject to our Privacy Policy. Before disclosing your personal information on any other website, we recommend that you examine the terms and conditions and Privacy Policy of the relevant site. GHE Lifting is not responsible for any practices on linked websites that might breach your privacy.

## **Accessing and correcting the information we keep about you**

If at any time you want to know exactly what personal information we hold about you, you are welcome to request access to your record by contacting us at [info@ghelifting.com.au](mailto:info@ghelifting.com.au). Our file of your information will usually be made available to you within 21 days.

If at any time you wish to change personal information that we hold about you because it is inaccurate or out of date, please contact us at [info@ghelifting.com.au](mailto:info@ghelifting.com.au) and we will amend this record. If you wish to have your personal information deleted, please let us know in the same manner as referred to above and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

We encourage you to communicate with us regarding this web site and our products. You should be aware, however, that all correspondence received by us, by e-mail or otherwise, is treated as non-confidential and non-proprietary regardless of any contrary statement in your correspondence. In this regard, you should not send us anything that you do not want us to use for any purpose. GHE Lifting will be free to use any ideas or concepts included in any correspondence to it including, without limitation, for the purpose of developing, manufacturing and marketing products using such ideas or concepts.

## **Contacting Us**

If you have any concerns or complaints about how we handle your personal information, or if you have any questions about this policy, please contact us at [info@ghelifting.com.au](mailto:info@ghelifting.com.au).

In most cases we will ask that you put your request in writing to us. We will investigate your complaint and will use reasonable endeavours to respond to you in writing within 30 days of receiving the written complaint. If we fail to respond to your complaint within 30 days of receiving it in writing or if you are dissatisfied with the response that you receive from us, you may have the right to make a complaint to the Office of the Information Commissioner.

## **Future changes**

We reserve the right to change this Privacy Policy at any time and notify you by posting an updated version of the policy on our website. If at any point we decide to use personal information in a manner materially different from that stated at the time it was collected, we will notify you by email or via a prominent notice on our website, and where necessary we will seek your prior consent.

## **Other Information**

This Privacy Policy applies to GHE LIFTING PTY LTD (“we”, “us”, “our”) and its affiliates in Australia in relation to their operations and explains how we handle personal information and comply with the requirements of applicable privacy laws (“Privacy Laws”). If you have further questions relating to this policy, please contact [info@ghelifting.com.au](mailto:info@ghelifting.com.au).

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profits, business interruption or loss of programs or information, even if GHE Lifting has been specifically advised of the possibility of such damages. Without limiting the foregoing, everything on the website is provided "as is" without warranty of any kind, either expressed or implied including, but not limited to the warranties of merchantability, fitness for a particular purpose, title, non-infringement and freedom from computer virus.

\*Please note: Some jurisdictions do not permit the waiver of certain warranties and/or the limitation of damages to the extent set forth above; accordingly, the above exclusions may not apply to you.\*