

Norgren Pty Ltd (referred to as **Norgren**, "**we**" or "**our**") is committed to the protection of your Personal Information in accordance with the National Privacy Principles set out in the *Privacy Act 1988* (Cth).

This Privacy Policy describes the manner in which Norgren collects, holds, and uses Personal Information. If you wish to make any inquiries regarding this Privacy Policy, you should contact Norgren's Privacy Officer by telephone on +61 (03) 9213 0800 or by email at the following address auwebstore.admin@norgren.com.au.

Norgren may, from time to time, review and update this Privacy Policy to take account of new laws and technology. All Personal Information held by Norgren will be governed by its most recent policy, posted on our website. For the purposes of this Privacy Policy, a reference to our "website" includes the websites found at www.norgren.com/au and <http://store.norgren.com/au>.

1. What is "Personal Information"?

1.1 "Personal Information" is any information or opinion about a person, whether true or not, from which that person may be identified.

2. When do we collect Personal Information?

2.1 Norgren collects Personal Information from its customers and potential customers in a variety of ways both in store and online. Norgren may collect Personal Information such as your name, contact details and credit card details when you complete a form on our website, purchase goods from us, or contact us by telephone, facsimile, email or post.

2.2 Norgren may also collect Personal Information about you via collection houses. However, Norgren will only collect your Personal Information in this way if it is not reasonable or practical to collect this information directly from you.

3. Information collected via our website

3.1 Norgren will not collect any Personal Information about users of our website except when users knowingly provide it or as otherwise described below. For example; Norgren will collect Personal Information from users of our website when the user signs up for a purchasing account; orders goods; provides feedback or fills out a form requesting information.

Click stream data

3.2 When you visit and browse our website, Norgren's website host will collect and use your Personal Information for statistical, reporting and maintenance purposes.

3.3 Subject to clause 6.2, the Personal Information collected by Norgren's website host will not be used to identify you. The information may include:

- the number of users visiting our website and the number of pages viewed;
- the date, time and duration of a visit;
- the IP address of your computer; or
- the path taken through our website.

3.4 Norgren's website host uses this information to administer and improve the performance of our website.

Cookies

3.5 Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns.

3.6 If you access our website, a cookie is downloaded onto your computer's hard drive when you first log onto our website.

3.7 You can adjust your internet browser to disable cookies, however, Norgren may not be able to provide you with all the services or functionality you require on our website if you chose to do so.

Web beacons

3.8 Web beacons are images that originate from a third party site to track visitor activities. Norgren does not currently use web beacons to track the visiting patterns of individuals accessing this website.

4. How Norgren uses the Personal Information it collects about you

4.1 Norgren uses the information it collects about you which is necessary for our business functions and activities including the following:

- to provide you with information, products or services you have requested;
- to personalise and customise your experiences with our website;
- to allow you access to limited entry areas of our website as appropriate; and
- to communicate with you.

Norgren will only collect and use your Personal Information in accordance with this Privacy Policy.

4.2 If you choose not to provide your Personal Information to Norgren for the purposes set out in this Privacy Policy, we will not be able to provide you with the requested product, service or information. For example, we may not be able to provide you with products.

5. Who we disclose your Personal Information to

5.1 Norgren discloses the information about users of its website to other members of the Norgren group, including its parent IMI Plc, and third parties that provide services to Norgren.

5.2 Norgren may also disclose your Personal Information to our website host or software application provider in certain limited circumstances. For example when our website experiences a technical problem or to ensure that it operates in an effective and secure manner.

6. Marketing

6.1 Norgren may use your Personal Information to provide you with promotional material about Norgren or the services and products offered by Norgren. If you do not wish to receive promotional information, you can contact our Privacy Officer by emailing auwebstore.admin@norgren.com.au at any stage in the future so that your name can be removed from our marketing lists, or use any relevant unsubscribe functionality contained in our promotional emails.

6.2 Unless otherwise specified in this Privacy Policy, Norgren or Norgren's website host will not disclose any of your Personal Information to any other organisation unless the disclosure is required by law or is otherwise permitted by the National Privacy Principles.

7. Finding out what Personal Information Norgren holds about you

7.1 You are entitled to access Personal Information that Norgren holds about you. If you request access to your Personal Information, we will grant your request unless providing you with access would unreasonably impact upon the privacy of others or is not otherwise permitted under the National Privacy Principles. If Norgren refuses your request, it will provide you with reasons for the refusal.

7.2 A request for access can be done in any of the following ways:

Phone: +61 (03) 9213 0800

Email: auwebstore.admin@norgren.com.au

Write to: Norgren Privacy Officer
Norgren Pty Ltd
PO Box 193
Ferntree Gully
VIC 3156
Australia

8. Updating, storage and security of Personal Information held by Norgren

8.1 Norgren aims to keep your Personal Information secure and up to date. Any Personal Information that is collected via our website or which is held on Norgren's computer systems is protected by anti-virus scanning on servers, intrusion prevention system or firewall, and physical separation of data and web servers.

8.2 Personal Information that is held by Norgren in hard copy is stored securely on its premises and is only disclosed or used for the purposes described in this Privacy Policy.

8.3 You can update your contact and profile information at any time by contacting our Privacy Officer on the number above. If we find that we have no further need for your Personal Information we will remove it from our system and destroy all record of it. Norgren welcomes any changes to your details so as to keep our records up to date.

9. What to do if you have a question, problem or complaint about our use of your Personal Information

9.1 If you feel that your privacy has not been respected or that Norgren has conducted itself inconsistently with this Privacy Policy in respect of your Personal Information, please contact our Privacy Officer in any of the following ways:

Phone: +61 (03) 9213 0800

Email: auwebstore.admin@norgren.com.au

Write to: Norgren Privacy Officer
Norgren Pty Ltd
PO Box 193
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VIC 3156
Australia