



Globo Hydro Power Limited

Privacy Policy

1. Privacy Act

Globo Hydro Power Limited ("**GHPL**") is an "organisation" for the purposes of Privacy Legislation and is subject to the Australian Privacy Principles ("**APPs**"). This Privacy Policy is intended to provide a general overview of our policies in respect of the handling of your personal information. Your "personal information" is any information or opinion about you that is capable of identifying you. Other policies may override this Privacy Policy in certain circumstances. For example, when we collect personal information from you, we may advise a specific purpose for collecting that personal information, in which case we will handle your personal information in accordance with the stated purpose. This Policy is intended to cover most personal information handled by us (and our Authorised Agents who collect personal information, on our behalf), but is not exhaustive. If you have any queries about our management of your personal information, you are encouraged to contact our Management for further information.

2. Anonymity and Pseudonymity

Information collected by GHPL is required for us to do to business with you, particularly for Warranty Provisions and potential Product Recall Provisions. To permit anonymity and/or pseudonymity would be unworkable for such business provisions.

3. Exemptions

No general exemptions under the Law apply to us, to your personal information, or to any of our policies or practices.

4. How We Collect, Hold, Use and Disclose Personal Information

a. Collection

We may collect your personal information directly from you, or from third parties (such as Globo Hydro Power™ Product Distributors, or market research companies acting on our behalf)

that have collected it from you. For example, if you purchase a Globo Hydro Power™ Kit from a GHPL Product Distributor or their Sales Agents we will collect personal information about you from that Sales Source.

We limit the personal information we collect to that which is necessary for business activities.

When collecting personal information, we take steps to make you aware of the purposes for which the information is being collected by us, the organisations to which we would usually disclose your information and any consequences for you if you fail to provide any information that is requested at that time.

b. Storage

We have policies and procedures intended to ensure that your personal information is not misplaced or misused, and that unauthorised access to, or modification or disclosure of, your personal information does not occur. Security measures we employ include authorised user-only access to computer records (including password protection); internal procedures to protect physical documents; and regular monitoring and improvement of our practices and systems to ensure the effectiveness of our security policies. We will endeavour to destroy your personal information as soon as it is no longer required by us (as permitted by Law).

c. Use and Disclosure

We will generally only use or disclose your personal information for the purpose for which we collected it and for related purposes we consider will be within your reasonable expectations.

We may disclose it to our Authorised GHPL Product Distributors, Contractors and Associated Organisations in order to best respond to your information request, questions or feedback, and may also use it to send you information about GHPL products and services.

GHPL will not disclose this information to any other parties without your consent.

We will seek your consent prior to using or disclosing your personal information for another purpose, unless we are required or permitted by Law to do so without seeking your permission.

5. Access to Personal Information

You may contact our Management to request access to the personal information held by us. You will be required to verify your identity before we will allow you to access your personal information, for the protection of your privacy and the privacy of other individuals whose personal information we hold. We may refuse to allow you to access your personal information if we are legally required or entitled to do so. If you lodge an application for access, we may discuss with you possible options for providing you with access to your information such as, for example, supplying you with a hard copy of your personal information. If you establish that any personal information we hold about you is not accurate, complete and up-to-date, we will amend our records accordingly. Please notify us if our records need to be updated. If we provide you with the means of informing us of changes to your personal information (such as by return forms

sent to you by post, or tear-out pages in your Product Owner's Manual), we encourage you to use these means to assist us to maintain accurate records of your information.

6. Kinds of Personal Information We Hold

The personal information about you that we may hold includes your name and address, contact telephone number(s) and/or email address(es). We may also hold information about any products or services you acquire from us or our Business Agents, any warranty claims made in connection with those products or services, and any other personal information that you provide to us.

7. Dealing with Unsolicited Personal Information

In a situation where GHPL receives Unsolicited Personal Information about you it will be brought to the attention of Management of GHPL to determine whether it could be collected under the legalities of Collection of Solicited Personal Information, if it had been Solicited Information or it is to be destroyed information.

8. Activities for Which Personal Information is Held

GHPL holds personal information so that we may:

- administer any warranty provided to you in relation to any products or services you acquire from us or our Product Distributors;
- provide you with certain services, such as a reminder about engine servicing;
- contact you to ask about your experiences with, or impressions of, our products or services (such as during a Customer Satisfaction Survey we may conduct shortly after you purchase a Globo Hydro Power™ installation);
- contact you in the event of a voluntary or compulsory product recall, or if we wish to offer upgrades or modifications to products or services that you have acquired from us;
- contact you from time to time to advise you of new products, promotional offers, or services offered by us or our Product Distributors that we consider may interest you; conduct market research or monitor product demand (although where possible we will use "de-identified" information that does not refer to particular individuals when conducting these activities); or contact you about other matters relating to products or services that you have acquired from us or our Product Distributors.

9. Disclosure of Personal Information to Other Organisations

We may disclose your personal information to:

- Globo Hydro Power™ Product Distributors for certain purposes, for example, handling a warranty claim;
- Our Authorised Agents that provide administrative or promotional services for us (for example, mail processing businesses, printers, or market research companies). We enter into contractual agreements with these organisations to ensure that information we disclose is used only for the limited purposes for which we have provided it;
- Public Authorities, as required by Law.

10. Direct Marketing

Any direct marketing utilising your personal information will provide you with an “Opt Out” opportunity.

11. Cross-Border Disclosure of Personal Information

a. Overseas Recipient

Before disclosing personal information to an Overseas Recipient, GHPL will take reasonable steps to ensure that the Overseas Recipient does not breach the APPs.

b. Cloud Service Provider

If GHPL provides personal information to a Cloud Service Provider located overseas for the limited purpose of storing and managing personal information, then GHPL will ensure contractual arrangements with that business entity binds them (including any sub-contractors) not to use or disclose your personal information except for the limited purpose of storing and managing such information. As much as possible with Country-specific Laws, GHPL will retain the rights and/or power to access, change or retrieve the information, plus the rights and/or power over who can access the information and identification of the purpose for which the information is being accessed, plus the rights and/or power over security measures used for the storage and management of personal information.

12. Online Privacy

This part of our Privacy Policy sets out the manner in which we handle your personal information in respect of online services provided to you by us. "Online Services" includes any services provided by us via the Internet (including email and web pages).

a. Automatic Server Logs

Our web site server may automatically collect various items of information when you use our web site. Such information may include the type of Internet Browser Software you are using to access our web site. When you visit our web site it may store "cookies" on your computer. The purpose of "cookies" is to avoid the need for you to re-enter certain information when you next visit our web site. The settings in your Internet Browser Software can be adjusted to prevent cookies being stored on your computer, if required. However, some of the features of our web site may then be lost. Although, in some circumstances, it may be possible to identify you from the information we collect, we do not attempt to do so, and only use this information for statistical analysis, system administration, and similar related purposes.

b. Email and Message Forms

We may collect personal information from you (such as your name, address, telephone number and email address, and any other information you volunteer) if you send us an email or if you submit information to us using a message or brochure request form. We will use this information to contact you to respond to your message, to send you information that you request, and for

other related purposes we consider are within reasonable expectations. We will not use or disclose any such information for any other purpose without your consent.

c. Storage and Transmission of Personal Information Online

If you provide any personal information to us via our online services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated to you beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).

d. Other Online Services

If any of our online services (including any email messages we send to you) contain links to other online services that are not maintained by us ("other services"), or if other services link to our online services, we are not responsible for the privacy practices of the organisations that operate other services, and by providing such links we do not endorse or approve the other services. This Privacy Policy applies only in respect of our online services.

13. Integrity of Personal Information

GHPL will implement ongoing internal procedures and systems to audit, monitor, identify and correct poor quality personal information, especially accommodating any changes to information that may be necessary from time to time. Updates to information once received by GHPL will be reflected in our records within 30 days from the time of receipt.

14. Changes

We reserve the right to amend this Privacy Policy at any time. You may obtain a copy of the current version of the Privacy Policy by contacting us. If the requirements of the APPs change in the future, we will change our Privacy Policy as necessary to meet those requirements.

15. Security of Personal Information

GHPL will implement ongoing internal procedures and systems to audit and monitor the security prevailing over personal information held by GHPL – actioning repercussions for the misuse and/or abuse of such information upon the perpetrator.

16. Complaints

If you believe that a breach of your privacy has occurred, we encourage you to contact our Management to discuss your concerns.

17. Further Information

You may contact our Management if you require further information about the ways in which we manage your personal information.

18. Contact Information

You may contact our Management:

by Mail: PO Box 7040 Mt Lewis NSW 2190

by Telephone: 02 9550 0098

by Email info@globohydropowerlimited.com