

Applied NZ Privacy Policy & Collection Statement

1. Introduction and purpose of this privacy policy

- 1.1 In conducting its business as a distributor of bearings, power transmission products, fluid power components and other industrial supplies, Applied Industrial Technologies Limited (Company Number 1819, NZBN 9429040971995) (**Applied, us, we or our**) commits to complying with all applicable New Zealand privacy laws, including the *Privacy Act 1993 (Privacy Act)*.
- 1.2 This privacy policy outlines how we comply with our obligations under the Privacy Act and other relevant laws regarding the collection, use, disclosure, storage, security and access of your personal information.
- 1.3 We reserve the right to vary this policy from time to time (at our sole discretion). If we make such a variation, the updated policy will be posted on our website and will apply to all personal information that we hold at the time of variation.

2. Third party services

- 2.1 Our webpages contain links to other sites that are not owned, maintained or operated by us. This privacy policy does not apply to the practices of third parties that we do not own or control, including but not limited to any third party websites, services and applications (**Third Party Services**) that you elect to access through our webpages or to individuals that we do not manage or employ. While we attempt to facilitate access only to these Third Party Services that share our respect for your privacy, we cannot take responsibility for the content or privacy policies of those Third Party Services. We encourage you to carefully review the privacy policies of any Third Party Services you access. The inclusion of a link from or to our webpages does not imply recommendation or sponsorship by us and we disclaim any liability for such links.

3. Why we collect your personal information

- 3.1 We collect your personal information that is necessary for the primary purpose of enabling us to conduct our business of distributing bearings, power transmission products, fluid power components and other industrial supplies.
- 3.2 We also collect your personal information that is necessary for secondary purposes including:
- (a) for providing services including but not limited to the processing of an application for credit, maintaining and account for you, and the administration and management of any contracts or agreements between you and Applied;
 - (b) for undertaking risk assessment and management activities;
 - (c) for the purposes of the Personal Property Securities Act;
 - (d) for communicating with you;
 - (e) the gathering of data and disclosure to third parties such as:
 - (i) Applied's insurance brokers and insurers
 - (ii) credit reporting agencies;
 - (iii) financial institutions including Applied's bankers;
 - (iv) service providers; and
 - (v) industry groups;

for the purpose of Applied being able to supply goods and services to you

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- (f) to help us improve our websites and the products we offer you, and
- (g) sending you email alerts, news, event registration information and marketing communications regarding Applied's goods and services.

3.3 Applied may, from the date you submit an application for credit and for so long as you have a credit account with Applied, collect from and provide information to a credit reporting agency that may in turn create and maintain a credit information file about you. This information may include:

- (a) the information referred to in clause 5 of this policy;
- (b) the fact that you have applied for an Applied credit account- including the amount;
- (c) information that, in the opinion of Applied, you may have committed a serious credit infringement (that is acted fraudulently or shown an intention not to comply with credit obligations); and
- (d) details of dishonoured cheques or failure to make payment of amounts owed to Applied when due.

This information may be given before, during or after the provision of credit to you.

3.4 We store personal information on Azure cloud databases located in Australia supplied by Microsoft subject to their terms and conditions (including in respect of their cloud security measures).

4. How we collect your personal information

4.1 When we collect personal information, we generally collect it directly from you, including when you:

- (a) apply for credit;
- (b) visit, register and/or enter information (for example by completing registration form or application for credit) on a website operated by us or by providing such information or documents to Applied;
- (c) register for and/or use our mobile application;
- (d) send us a message via social media, email or any other communication;
- (e) visit or call our offices;
- (f) give your details at an event, conference, trade show or similar; and
- (g) order or make enquiries about our products or services; or
- (h) when legally required to do so

or from:

- (i) affiliated companies;
- (j) your representative;
- (k) credit-reporting and fraud-checking agencies and credit providers for credit related purposes such as credit worthiness, credit rating, credit provision and financing; or
- (l) Applied's own records of your dealings.

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- 4.2 We will not collect personal information by means that are unlawful or unfair, or that unreasonably intrude on your personal affairs.
- 4.3 If at any time you provide us with personal information about someone other than yourself (e.g. a representative of your business), you warrant that you have the person's explicit consent to provide such information for the purpose specified. You acknowledge that we may require you to provide us with proof of such consent.

5. Types of personal information we collect

- 5.1 In order for us to supply Applied products and support, and to communicate with you in respect of such, we collect personal information including but not limited to:
- (a) your company and/or individual name, address, telephone and fax numbers and email address;
 - (b) banking information and credit card number which we do not keep on file; and
 - (c) standard server logs with IP addresses (for the purposes of preventing fraud).
- 5.2 We may also collect employer name and driver's licence number from your application for credit, and credit information from credit reporting agencies, such as information about overdue loan repayments and loan default listings.
- 5.3 Other than as set out in clause 5.2, we do not collect unique identifiers (for example, driver's licence numbers or passport numbers). If such information is inadvertently sent to us, we will destroy or delete it. However, if we have the right to, and a reason to keep such identifiers, we will inform you of such.

6. Cookies

- 6.1 Our websites use cookies, which are small pieces of information stored by a browser or other application and used to connect your computer with information stored about your online activity, searches, preferences and product purchases. You can disable cookies, but if you do so you may not be able to participate in certain activities and you may limit our ability to tailor promotions and communications to you. Our websites do not control or guarantee the effectiveness of browser-based tools for managing cookies.
- 6.2 Applied uses Google Analytics and HotJar to monitor activity on our websites. To learn how Google Analytics collects and processes data, please visit: "How Google uses data when you use our partners' sites or apps" located at www.google.com/policies/privacy/partners. To learn how HotJar collects and processes data, please visit: www.hotjar.com/legal/policies/privacy.

7. Using your personal information

- 7.1 We will primarily use and/or disclose your personal information for the following purposes:
- (a) to supply and support our products and services;
 - (b) to provide you with information, products or services that you request from us;
 - (c) to allow you to maintain an online account with us, and so that we can communicate effectively with you (for example by email in relation to your account and orders);
 - (d) to give to our corporate partners, distributors and supplier networks so that they may assist you;
 - (e) to provide you with email alerts, event invitations/registrations and other notices concerning our products or services, or events or news, that may be of interest to you;

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- (f) for usual account keeping and record keeping purposes;
- (g) for testing, research, analysis and product development;
- (h) to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collections.
- (i) to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred; and
- (j) as stated elsewhere in this policy or any other agreement we may have with you (including in our terms of supply with you).

7.2 We may also use your personal information for other purposes including where we believe on reasonable grounds that:

- (a) the use for that other purpose is in connection with or directly related to one of the purposes for which the information was collected;
- (b) you have authorised the use of the information for that other purpose;
- (c) the use of the information for that other purpose is necessary to avoid prejudice to the maintenance of the law, for the enforcement of a law, for the protection of public revenue or for the conduct of court or tribunal proceedings;
- (d) the use for that other purpose is necessary to prevent or lessen a threat to an individual's or the public's health or safety, or to permit an intelligence and security agency to perform its functions; or
- (e) the information is de-identified and is to be used for research or statistical purposes.

7.3 Before using your personal information, we will take reasonable steps to ensure that the information is relevant, accurate, up to date, complete and not misleading.

8. Third party disclosures

8.1 We do not sell, rent or trade your personal information to third parties and will only disclose your personal information to third parties where:

- (a) the disclosure is in connection with or directly related to one of the purposes for which the information was collected;
- (b) you have authorised such disclosure;
- (c) the disclosure is necessary to avoid prejudice to the maintenance of the law, for the enforcement of a law, for the protection of public revenue or for the conduct of court or tribunal proceedings;
- (d) the disclosure is necessary to prevent or lessen a threat to an individual's or the public's health or safety, or to permit an intelligence and security agency to perform its functions;
- (e) disclosure is necessary for facilitating the sale of a business;
- (f) the information is de-identified and will be used for research or statistical purposes; or
- (g) the disclosure is otherwise authorised under the Privacy Act.

9. What happens if we can't collect your information?

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If you do not provide certain information, you may not be able to receive our full product and service offering, and we may not be able to assess your suitability for credit or offer you credit terms.

10. Mailouts and direct marketing

- 10.1 Where you have opted-in, we may send you marketing material. However, you may opt-out at any time by clicking on the “unsubscribe here” at the bottom of the direct marketing email or sending an email to online@appliedau.com.
- 10.2 If you own one of our products, you may still receive correspondence from us even if you opt-out of receiving marketing material. We will do so where such communications include product maintenance and support information. If this remains an issue, please contact us directly.

11. Security of your personal information

- 11.1 We take reasonable steps to protect your personal information from misuse, interference, modification, loss, or unauthorised access or disclosure. We do this via employee training, maintaining document storage policies, implementing security measures for access to our systems (including log-in and password controls to staff on a need-to-know basis), controlling access to our offices and maintaining secure offices, use of electronic security systems, using secure servers and from time to time, monitoring and reviewing of information security.
- 11.2 If it is necessary for us to give personal information to one of our service providers, we will do everything within our reasonable power to prevent unauthorised use or disclosure of the information.
- 11.3 In addition, we use Secure Sockets Layer software. Tokenisation of the entire credit card number is performed during order processing by a third party. As a result, Applied cannot ensure or warrant the security of any information you transmit to us or from our online products, and you do so at your own risk. Once we receive your transmission, we make our best effort to ensure its security on our systems using the above methods.
- 11.4 We will not keep your personal information for any longer than is required for our lawful use of the information.

12. Accessing your personal information

- 12.1 You may request access to your personal information that we hold by emailing us at online@appliedau.com. We may ask that you include verification details and/or documentation so we can confirm who we are communicating with. Please also ensure that you identify, as clearly as possible, the specific information that you are seeking access to.
- 12.2 Although we will not charge you for making your first access request, we may charge you a reasonable fee to cover the costs associated with retrieving your personal information for subsequent requests.
- 12.3 We will endeavor to respond to requests for access to personal information within a reasonable period of time and we will generally provide you with the following:
- (a) confirmation of whether we hold your personal information or not;
 - (b) access to the personal information that we hold about you; and
 - (c) notification that you may request correction of that information.

13. Correcting your personal information

- 13.1 If we hold your personal information, you may:

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- (a) seek correction of that information; and
- (b) request that a statement be attached to the information recording that a correction was sought but not made.

13.2 In such circumstances, we will take reasonable steps to correct your personal information, taking into account the lawful purpose for which it is held and used, and whether it is accurate, complete, up to date and not misleading.

13.3 If we are not willing to correct the information in accordance with your request, we will, if requested, take reasonable steps to attach a statement to the information recording that a correction was sought but not made.

13.4 If that personal information has been disclosed to a third party, we will take reasonable steps to notify the third party of any such correction or statement.

13.5 We will inform you of the actions taken in response to your request to correct information.

14. Right to be forgotten

14.1 If we hold your personal information, you may ask for it to be removed or deleted where:

- (a) it is no longer necessary for the purposes for which it was collected;
- (b) you withdraw consent and your consent was the legal basis for collection;
- (c) you object to the use of your personal information for automated decision making;
- (d) you object to the use of your personal information for marketing purposes;
- (e) your personal information is being used unlawfully; or
- (f) removal is required or authorised at law, by a court order, or by a decision of a government agency or department.

14.2 However, we may refuse your request for removal of your personal information where your personal information is necessary for:

- (a) the exercise of a right to freedom of expression and information;
- (b) us to comply with an obligation at law;
- (c) the performance of a task carried out in the public interest; or
- (d) for the purpose of a judicial process.

14.3 Please note that we may anonymise personal information to the extent that it has the actual or practical effect of deleting your personal identifiers, or that we cannot identify it as yours to remove or delete.

15. European Union General Data Protection Regulation (GDPR)

15.1 We do not export products and support throughout the world including we do not export to businesses and individuals who are located in the EU. We offer products and services in Australia, New Zealand and Pacific Island countries only.

15.2 If for whatever reason you are in the EU, and you provide personal data to us, it is your responsibility to notify us as to your location in the EU.

15.3 If you are in the EU we will work to ensure that our use does not infringe your personal data protection entitlements under the GDPR including in respect of the right to be forgotten, data

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portability and the objection to the processing of your data. As we do not export our products to the EU, if you are in the EU, we reserve the right to not accept your personal data, or return to you or delete what we unwittingly have in our possession.

16. Data breaches

- 16.1 A data breach can occur as a result of a system fault, human error, or a malicious or criminal attack. When we suffer a data breach that causes individuals to be at risk of serious harm (which we cannot prevent with remedial action) or poses a high risk to your rights and freedoms, we are committed to notifying the regulator and notifying individuals as required by law.
- 16.2 Our notification/s will include the steps we are taking to resolve the issue and the recommendations about the steps the affected individuals should take in response to the data breach.

17. Making a complaint

- 17.1 If you think we have failed to comply with our privacy obligations, we ask that you first make a complaint to us. We will acknowledge your complaint in a prompt manner and give you an estimated timeframe for our response. We are committed to dealing with your complaint in a reasonable and effective manner.
- 17.2 If we are unable to resolve your complaint or if you are unhappy with the outcome, you may lodge a complaint with the Office of the Privacy Commissioner (enquiries@privacy.org.nz).

18. Contact us

- 18.1 If you have any questions about this policy, please contact us at online@appliedau.com.

This policy was last updated on 18th November 2020.