

Embertec Privacy Policy

Our Commitment

Embertec recognises that your privacy is very important to you. We are committed to protecting the privacy of your Personal Information in accordance with the Australian National Privacy Principles. These principles regulate how private organisations collect, use, secure, disclose and provide access to your personal information.

By using the Embertec Website, you hereby agree to the terms of this Privacy Policy and to Embertec processing of personal information for the purposes outlined below as well as those explained where Embertec collects personal information on the site.

Definitions

Personal Information means any information that can identify an individual such as a name, address, birth date, or e-mail address. *Related Company* has the same meaning as Section 50 of the Australian Corporations Act 2001 and includes Embertec.

Collection

Embertec may collect Personal Information from you in various ways and on various occasions. We may, for example, collect Personal Information when you voluntarily enter a competition or otherwise participate in a promotional activity or initiate contact with us or complete a customer comment card. In order to respond to your questions, fulfil your requests or manage interactive partner programs, it may be necessary to ask for Personal Information.

On occasion, we may collect demographic or service related information via a customer survey.

Why We Collect and How We Use Personal Information

We primarily use your personal information for the following purposes:

- to respond to your requests.
- to contact you via mail, e-mail or phone to inform you of new products, services or promotions we may offer.
- to inform you of Embertec products or publications we think you might be interested in.
- to approve transactions you wish to make.
- to confirm your identity.
- to provide you with products or services you have requested.
- to follow up or pursue any queries you make.

We also use your Personal Information for market research purposes to help us improve products and services provided by Embertec. Typically, the information is collated and all responses are entered anonymously.

If you place an order for a product, request information or submit content to the Embertec Website, we may need to contact you for additional information required to process or fulfil your order and/or request.

Direct Marketing

From time to time, we, and our Related Companies, may use your Personal Information to provide you with direct marketing information about the products and services that we offer. If you do not

wish to receive direct marketing information, please let us know by writing to us at 229 Greenhill Road, Dulwich, South Australia 5065, Australia or directing e-mail communication to info@embertec.com, you will be reminded of your option to opt out of receiving direct marketing materials each time you receive direct marketing communications from us.

Sharing Your Personal Information with Third Parties

We never sell, rent or trade your Personal Information. We may share your Personal Information with Related Companies. We will not share your Personal Information with any unrelated party except under the following circumstances:

- Where a third party, such as a research company or mailing house carries out activities on our behalf.
- In order to ensure our ability to continue to provide products or services.
- If disclosure is required for the purposes of conducting business analysis in order to improve our products or services.
- If disclosure is required by the law.

Related or unrelated third parties to whom your Personal Information is disclosed are required to keep the information confidential and only use it for the same purposes we are permitted to use it.

Security of your Personal Information

We are committed to keeping your Personal Information secure and will use all reasonable precautions to protect it from loss, misuse or unauthorised alteration.

Access

The National Privacy Principles allow you to access the information we have about you and request corrections. If you would like to know what Personal Information we have about you, please forward your request, in writing, to us at 229 Greenhill Road, Dulwich South Australia, 5065, Australia or directing e-mail communication to info@embertec.com.

Questions Suggestions or Complaints

If you have any questions, suggestions or complaints concerning our privacy policy you should also direct them to us at 229 Greenhill Road, Dulwich, South Australia, 5065, Australia or directing e-mail communication to info@embertec.com. We will respond to your question, suggestion or complaint as soon as possible.

You can obtain information on privacy issues in Australia by visiting the Federal Privacy Commissioner's web site located at www.privacy.gov.au or by telephoning 1300 363 992

We hope you continue to enjoy your visits to the Embertec Website.