



Scope

Your privacy is important to us and we are committed to maintaining the security of any personal information provided to us. This privacy policy sets out how Ebara Pumps Australia Pty Ltd. (Ebara) collects, uses and manages personal information.

Ebara's privacy policy is based on openness and transparency. We are dedicated to complying with the Privacy Act 1988 (Cth) as amended and adherence to the Australian Privacy Principles contained within the Act.

Collection of Personal Information

How we collect information

Ebara collects a range of personal information dependent upon your interaction with us. Examples of how Information that is collected directly from you includes if you:

- Apply for a commercial credit account
- Contact us through our customer service facility
- Make a product enquiry
- Make a product complaint
- Lodge a warranty enquiry
- Order a product
- Communicate with us, including notes from meetings
- Correspond with us including by e-mail and letter
- Apply for an employment opportunity
- Are offered an employment opportunity
- Enter a draw or competition

Type of information collected

Information collected may include but is not limited to your name, address, contact details such as phone number, address, and email address. Other details collected can include your business interests, experience, academic qualifications, financial institution details and other information that is deemed necessary for Ebara to effectively conduct its business operations.

Credit Reporting Information

Ebara may source financial and trading information from third parties such as trade referees supplied by you or from a credit reporting agency. This information is securely held for internal accounting and administration purposes connected with Ebara's business functions.

Disclosure, Use & Storage

Disclosure

Your information may be disclosed from time to time to people within the company on a "need to know" basis to ensure our business functions are carried out smoothly or enhance our operations. We may disclose your personal information to our parent company in Japan who will only use that information in accordance with the Ebara Corporation privacy policy which can be found at <http://www.ebara.com/global/en/privacy.html>



Use

Ebara uses your information to enhance our business functions which can include:

- Delivery of product
- Managing warranty claims
- Providing service assistance and advice
- Sending direct marketing material
- Assisting us to forecast future demand for our product
- Keeping a record of our dealings; and
- Complying with legal obligations

Storage

The security of your personal information is important to us. Ebara takes all reasonable technical and procedural steps to protect your personal information from accidental or unlawful destruction, and accidental loss. Ebara will ensure your personal information is protected from misuse, interference, loss and from unauthorized access, modification or disclosure. We will endeavour to destroy or de-identify your personal information when it is no longer required, subject to our legal obligations.

Rights

You have the right to access and correct any personal information held about you by sending a request by email to the compliance manager who will respond to that request within a reasonable time frame (usually 30 days). Whilst we take all reasonable steps to ensure that your personal information is accurate and up to date, we appreciate any assistance from you if your circumstances change, or if you feel that the personal information we hold may be incorrect.

Access by others

Ebara will only issue your personal information to others not involved in our business functions if:

- We have a legal obligation to do so
- You expressly provide permission for us to do so

How to Make a Complaint

If you believe your personal information has been used contrary to this privacy policy you can contact the compliance manager outlining your concerns in writing by email using the contact details below. We will work with you to address your concerns. If you are still dissatisfied you can contact the Office of the Australian Information Commissioner.

Contact Details

Compliance Manager: Justin Schwind
Telephone: +61 3 9761 3033
E-Mail: justin@ebara.com.au