

Polyaire Privacy Policy

Privacy Amendment (Enhancing Privacy Protection) Act 2012.
Polyaire Pty Ltd, A.B.N 82 007 637 690 A.C.N. 007 673 690

Polyaire Pty Ltd ("Polyaire", Australian Head Office, 11-13 White Road, Gepps Cross SA, 5094) is committed to protecting your privacy. Please read this Privacy Policy (the "Privacy Policy") carefully to understand our policies and practices regarding your information and how we will treat it.

Who We Are

Polyaire ("We", "Us") is a business engaged in the distribution of air conditioning components, air conditioning units and other related products in Australia.

Where this Privacy Policy Applies

Polyaire's business activities to which this Privacy Policy applies include but are not limited to:

- Any activities with you or any other third party at any physical location with a member of the Polyaire staff. This can include a Polyaire branch or other location.
- Any use by you of the following websites
 - www.polyaire.com.au
 - www.polyairecommercial.com.au
 - www.airtouch.net.au
 - www.polyairepricebook.com.au
 - store.polyaire.com.au
 - www.polyplan.com.au
- Any use by you of the AirTouch Smart Air Conditioning System or related service or "App"
- When you communicate with Polyaire, or any representative, staff member, or agent acting for us via
 - Telephone;
 - Mail;
 - SMS;
 - Fax;
 - eMail;
 - Website contact forms;
 - Social Media instant message, comment, "share" or other content;
 - Review on a third party website or "app store" or other electronic environment;
- When you apply for a credit account with Polyaire;
- When you purchase, or make an offer to purchase goods from Polyaire;
- When you sell, or make an offer to sell goods to Polyaire;
- When you respond to any communication initiated by Polyaire;
- Choose to subscribe to any of our newsletters;
- Contact us for technical support;
- When you do any other business with Polyaire

We will comply with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988 (Cth) and which came into effect on 12th March 2014 including Division 3 of Part IIIA and the Australian Privacy Principles contained in the Act as well as the Credit Reporting Privacy Code (CR Code) and are committed to protecting personal information (including credit information and credit eligibility information) we may hold at any time in respect of any individual, in accordance with those requirements.

What personal information we may, or potentially may collect

In order to do business, we may need to legitimately collect personal information. It may be that we cannot do business with you or offer all our products or services, or to their full potential without this information.

Defining your personal information

"Personal Information" is information that allows someone to identify or contact you, as well as any other non-public information about you that is associated with or linked to any of the following, and can include, for example, but is not limited to:

- Name;
- Address;
- Birth date;
- Phone/Fax numbers;
- eMail address;
- Social media "Usernames";
- IP addresses of any internet connection;
- IEME Numbers;
- WiFi SSIDs;
- Hardware MAC Address;
- Operating system version;
- Settings and specifications of any device you use to access our electronic services;
- Credit information including credit applications you've made and repayment history;
- Passwords you set when you use any of our services that require you to set a password;
- Third parties you have done business with such as when we ask for a proof of purchase of one of our products when you have purchased it through an agent.

Depending on your interactions with us (for example, online, offline, over the phone, etc.) we may process different data about you. We may collect your data, for example, when you visit or use our websites, Apps or our social media channels, purchase and use the AirTouch Products, subscribe to our newsletters, download a software update to the AirTouch App or system, contact our customer support, participate in our giveaways, promotions, surveys, and marketing campaigns or otherwise interact with us.

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Use of your Personal Information

We may use your personal information when conducting business activities including, but not limited to:

- Marketing Communications or any other activities
- Offering access to “user only” or “access via login” services
- Customer account databases
- Credit account applications
- Business analysis activities
- Technical support
- Fault investigations
- Warranty claims
- Electronic or physical security investigations
- Our internal management needs
- Responding to any inquiries or comments that you have submitted to us
- Any other use as required or authorised by law

How your Information is Shared

We may share your personal information when conducting business activities including, but not limited to:

- Interactions with third parties
 - A credit agency
 - An agent acting on our behalf for the sale, installation, repair, service, removal, advice for any of our products
 - Any marketing agency acting on our behalf
- Third parties operating online databases
- Law enforcement agencies
- Lawyers/legal advisors
- Any third party you have consented us to share your personal information with

Security

Polyaire takes appropriate measures to protect your information. Depending on the state of the art current technology, the costs of the implementation and the nature of the data to be protected, we employ technical and organization measures designed to prevent against risks such as accidental or unlawful destruction, accidental loss, unauthorized alteration, unauthorized disclosure or access, misuse, and any other unlawful form of processing of the Personal Information in our possession.

Please be aware that no security measures are perfect or impenetrable. We cannot guarantee that information about you will not be accessed, viewed, disclosed, altered, or destroyed by breach of any of our administrative, physical, and electronic safeguards, subject to requirements under applicable law to ensure or warrant information security. You acknowledge and agree that you provide your Personal Information at your own risk.

We will make any legally-required disclosures of any breach of the security, confidentiality, or integrity of your unencrypted electronically stored Personal Information to you via eMail or conspicuous posting on our website in the most expedient time possible and without unreasonable delay, consistent with (i) the legitimate needs of law enforcement or (ii) any measures necessary to determine the scope of the breach and restore the reasonable integrity of the data system, and any other disclosures that may be required under applicable law.

Children

Polyaire does not knowingly collect or maintain Personal Information from or about children under the age of eighteen (18). If you are under the age of eighteen (18), please do not use any of our Services at any time nor in any manner. If we learn that Personal Information of persons under eighteen (18) years of age has been collected on or through our Services, then we may deactivate the service and/or make the user content inaccessible. If you find that we have Personal Information about anyone below eighteen (18) years of age, please inform us at business@polyaire.com.au

Changes

Polyaire reserves the right to change this Privacy Policy at any time without notice.