



## Online Privacy Policy

Teys Australia Pty Ltd  
and subsidiaries  
(‘Tey’s’/ ‘We’/ ‘Us’/ ‘Our’)

**Respecting your privacy is important to us. Teys is committed to complying with privacy regulations which are relevant to its businesses, and which outline the requirements for the management of personal information. This policy details Teys’ personal information management processes.**

### 1. **Respecting your privacy**

Teys Australia Pty Ltd, ABN 38 009 872 600, (‘Tey’s’, ‘we’, ‘us’, ‘our’) is committed to complying with relevant privacy regulations and requirements for managing personal information, specifically:

- the different types of personal information we collect and hold;
- the process of how we collect and hold it;
- the reasons for which we collect, hold, use and disclose the personal information;
- your ability to access and correct the personal information;
- how to contact us regarding your privacy matters; and
- the sharing of collected personal information internationally.

### 2. **What types of personal information do we collect and hold?**

The personal information we collect, and hold is information that is reasonably necessary for the functioning and development of our business. This includes the following types of personal information:

- your personal specifics such as your name, addresses, telephone numbers, age and gender;
- what, how and when you buy from us or have expressed an interest in buying from us; and
- your stated or likely preferences, for example whether you may be interested in particular products or services.

Depending on the reason for your dealings with us, we may collect and hold other kinds of personal information such as, information collected and held via our secure financial systems about the debit or credit card you might use in your dealings with us.

### 3. **What is the process in which we collect and hold your personal information?**

Collection of personal information: Through the process of collecting personal information about you, we do so by recording it.

This is accomplished when:

- you register with us, for example to create an account or to receive information;
- you correspond with us online; and
- you deal with us in other ways involving a need for personal information to be provided such as contacting

our head office or when bringing a claim against us.

We may also collect personal information about you by accessing data from other sources and then analysing that data together in order to learn more about your likely preferences and interests. When you visit our websites, social media pages or mobile applications or click on our advertisements on the online media of other companies, we may collect information about you using specific technology, for example “cookies”.

The majority of personal information we store is generally held in computer systems. These may be operated by us or third party service providers. As a result, we have very thorough information security protocols aimed at mitigating the potential risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

#### **4. Why do we collect, hold, use and disclose personal information?**

When we collect, hold and use your personal information, the main reason is to sell and promote goods and services to you, that based on your history will be likely preferences, whilst also seeking to improve on the range of our offerings. For example:

- To learn of your likely preferences based on your previous dealings with us, so that we may promote potentially relevant goods and services to you. This includes the products and services of our suppliers and other trusted partners who offer products and services that may be of interest to you.
- To help us investigate any complaints or queries.
- We disclose personal information we collect in order to tailor the products and services that are most likely preferred by you. For example, we may disclose your personal information to service providers who assist us in our day-to-day business operations.

We may collect, hold, use and disclose your personal information for other purposes which are within reasonable expectations or where permitted by law. You may opt out of our direct marketing to you. We may anonymise and aggregate your personal information. We may do this for use and disclosure of the anonymous data to determine preferences and shopping patterns.

#### **5. How can you complain about our management of personal information?**

If you wish to complain or enquire about a breach of the privacy rules that bind us, you may contact our Privacy Officer at:

Address: Privacy Officer  
Teys Australia Pty Ltd  
3/2728 Logan Road  
Eight Mile Plains QLD 4118  
Email: [teys-legal@teysaust.com.au](mailto:teys-legal@teysaust.com.au)  
Telephone: +617 3198 9000

Our Privacy Officer will investigate the matter and attempt to resolve it in a timely manner. If we are unable to resolve your complaint to your satisfaction and no other complaint resolution procedures are agreed or required by law, our Privacy Officer will inform you that your complaint may be referred to the Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC) for further investigation.

#### **6. Our sharing of your personal information overseas**

It is our practice to ensure all of our global sharing of personal information is done in a way which adheres to strict security standards, both during transit and at the overseas destination. Your personal information may be

shared with those who are in countries other than your own location. We do this:

- If there is a commercial decision to store our data with a trusted third party who is in the business of providing data storage and processing services, such as those who store and process our email and mobile application data. Because of the nature of these services, the process often involves diverse geographic locations which change from time to time for reasons which include data protection and processing efficiency.
- For disclosures between our companies. Our main business locations are in Australia, but some of our companies may be based in other countries from time to time.
- When our business which collected your personal information is in a different country to your location.
- Where you are involved with public liability issues concerning a product we may disclose your personal information to any overseas supplier of such a product in the course of managing those issues.

## 7. **Updates**

This privacy policy is current at the date below, but may be changed in the future. If we propose to change this policy, we will display at least 2 weeks' prior notice of the change on the Teys website.

## 8. **Other privacy terms and limits of this policy**

This is a policy. There may be additional privacy notices and terms relevant to you depending on the nature of your dealings with us and on our particular businesses. This policy does not apply to the personal information of our employees.

# **Cookies Statement**

## **What is a cookie?**

This statement gives you information about our use of cookies.

A cookie is a small file downloaded on to your device when you interact with online content (such as websites, social media sites, and mobile apps). The content may be our own, or may be the content of others in which we have an interest, such as our banner advertisements.

Cookies allow a website to recognise a user's computer, and are commonly used to tailor advertising by identifying users that share a particular interest or attribute so that they can be served more relevant advertising.

Cookies may be arranged ("set") by us or by others under an arrangement with us, such as companies whose business it is to analyse information. We may also access information from cookies set by others ("3rd party cookies").

## **Why should you know about cookies?**

You should know about cookies because they involve the collection of information about you (which may or may not be personal information) in a way which may not be obvious to you.

The information that we collect through cookies may not identify, or relate, to a particular individual. Generally, the information collected through cookies relates to a device used to access online content, such as an IP address or location data about the device. Cookies may also collect information about the behaviours of the user of the device, such as the websites visited by the user and their activity on the website.

In some circumstances, the information collected through cookies may be combined with information that

identifies the end user of the relevant device. This may occur, for example, if you log into your account, or if you interact with certain content (such as a link) that we have sent you in an email. Any personal information we collect in this way is handled in accordance with the Teys Australia Pty Ltd Privacy Policy and the Teys Privacy Collection Notice or Teys Online Collection Notice (as applicable).

### **Why do we allow cookies to be used?**

We allow cookies to be used for three reasons.

First, we allow session cookies to be used when you visit our online content, including our websites. Session cookies enable your device to move from page to page without having to log in repeatedly. The placement of this type of cookie generally improves your browsing experience.

Secondly, we allow persistent (permanent) cookies to be used to better inform how the content your device visits may be presented to you. Persistent cookies can store your preferences for a particular site, so they will be remembered when the site is visited again.

Thirdly, we allow persistent and other kinds of permanent cookies (such as “flash” cookies) to be set and we and others access information from 3rd party cookies in order to assist in compiling and analysing the types of online content you visit and your interaction with that content.

The collection of this information assists us to assess what promotions to make to you, when and how. This information enables us, and third parties, to send you tailored advertising about products and services that may interest you. You may receive tailored advertising on the websites you visit in the form of banner advertising, or on the social media platforms you use.

The collection of this information also assists in measuring the effectiveness of promotions run by us or by third parties.

### **What are your choices about cookies?**

You can control the extent to which your device allows cookies to be set on it. You can do this by changing the settings on the software your device uses to access the internet (your browser software). For example, depending on which browser your device uses, you may be able to disable third party cookies. If you configure your settings to disable session and certain persistent cookies, you may find that the websites you visit have only limited functionality.

You can also control the extent to which you receive tailored advertising facilitated by cookies by changing your settings on the websites on which you receive tailored advertising. For example, you can disable tailored advertising on social media sites like Facebook by changing the settings on your account.

Please note that it may be necessary for you to opt out separately from each device you use to access online content.

Opting out of cookies may not necessarily remove all advertising from pages you visit. Rather, it may mean that the ads you see will not reflect your interests.