

Privacy Policy

Effective 4 April 2022.

MITSUBISHI ELECTRIC AUSTRALIA PTY LIMITED

At Mitsubishi Electric Australia Pty Limited (ACN 001 215 792) ("**MEAust**", "**us**" or "**we**"), we understand and appreciate that you may be concerned about your privacy and about the confidentiality and security of information we may receive about you. We are committed to protecting your privacy and to complying with the *Privacy Act 1988* (Cth) ("**the Act**") (including the Australian Privacy Principles).

Please read this Privacy Policy to understand our procedures and systems relating to the collection, use, management, disclosure, protection and recording of your personal information. If we are providing you with commercial credit, you should also refer our Credit Reporting Policy and Statement of Notifiable Matters, which are available on our website at url: mitsubishelectric.com.au for additional information in relation to credit information.

A reference to "personal information" means information or an opinion about an identified individual, or reasonably identify that individual,

- a) whether or not it is true and
- b) whether or not it is recorded in a material form.

For the purposes of this Policy, personal information may include personal details such as:

- your name, address, email address, contact phone number, employment history, educational qualifications;
- government related identification such as tax file numbers; or
- your financial information such as your credit card or bank account details.

We may also collect sensitive information such as health information and insurance policy information in respect of dealers, contractors and prospective employees.

You should be aware that this Privacy Policy does not apply to websites which are linked to our website and over which we have no control. You will need to contact such websites directly to ascertain their privacy standards and procedures.

CONSENT

You acknowledge and agree to the following terms, conditions and Privacy Policy. You consent to us collecting and otherwise dealing with your personal information in accordance with this Policy and agree that MEAust may collect and otherwise deal with that information to the extent that it is reasonably necessary for one or more of MEAust's functions or activities.

If you do not agree with the terms of this Policy, please do not use the website or otherwise provide us with your personal information.

INFORMATION COLLECTED

We collect personal information from you in order to:

- provide you with products and services in the fields of living environment products, computer peripherals, semi-conductors, automotive and industrial products, transportation and heavy engineering and telecommunications, security products and such other products and services as we may offer from time to time;
- better understand your requirements and preferences, improve our services and to provide offers that may be of interest or benefit to you; and/or
- assess your suitability for employment with us.

For example, we collect personal information from you in order to provide you with services or when you deal with us over the telephone. Without these details we may not be able to carry on our business and provide our services to you.

We may collect your personal information from you in a number of places, including when you visit our website, when you call, email or otherwise contact us, when you apply for employment with us and when you order goods

or services from us. Calls to MEAust may be recorded and, if so, you will be informed before the commencement of the call and given the opportunity to opt-out of the call being recorded.

We may collect information directly from you. However, in certain circumstances we may collect personal information from third parties, such as recruitment agencies, referees, dealers, third party suppliers and contractors who assist us to operate our business or retailers if individuals have made queries of them, or where we obtain information from other publicly available sources such as government websites to check ABNs or other information. We may also collect your personal information from someone duly authorised to act on your behalf or law enforcement agencies and other government entities. Your personal information will ordinarily only be collected from third parties if it unreasonable or impractical to collect that personal information from you directly.

From time to time you may be able to deal with us anonymously or by pseudonym. However, please be aware that if you do not provide us with certain personal information, we may not be able to provide you with the services and products you seek or respond to your enquiry.

WEBSITE AND 'COOKIES'

If you browse or download information, the web server will record the date and time of your visit to our site, the pages viewed and the information downloaded. We collect this information for statistical purposes to find out how the website is used and navigated.

When you visit our website, we may use "cookies" (an internet browser feature) to enhance functionality, to keep track of your visits, provide personalised features and as part of the identification process for our online services. Most web browsers are initially set up to accept cookies. With most internet browsers, you can erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored. If you wish to do this, refer to your help menu for browser instructions.

HOW WE USE PERSONAL INFORMATION

At MEAust we are committed to protecting your personal information and will not collect, hold, use or disclose it other than for the main reason for which you have voluntarily provided and if necessary for the purpose of conducting business. For example:

- to respond to your requests, questions and comments;
- to register, set-up and manage accounts and maintain customer relationships;
- a purpose which is related to the goods or services we provide to you and which you would reasonably expect us to use the information;
- where we reasonably believe that the use or disclosure is necessary to lessen or prevent serious and imminent threat to an individual's health or safety or the public's health or safety;
- a purpose required, authorised or permitted by law;
- a purpose made known to you and to which you have consented;
- to send marketing materials or newsletter about our products;
- to inform you of and conduct our contests and promotional offers; and/or
- for recruitment purposes, such as assessing applications for employment.

When you visit our website and request information, we require your name and email address. We require this information to respond to your queries. Any information that you enter onto an online form (for example, contact details) will only be collected by us if you submit this online form. If you cancel the online form or log out prior to submitting your form, any information which you had entered is automatically deleted.

DIRECT MARKETING

If you do not want to receive marketing material from us, you can unsubscribe by clicking the unsubscribe function in any electronic communication or by contacting our Privacy Officer (see 'Contact Us' below) and requesting that you no longer wish to receive these marketing materials from us.

HOW WE MAY DISCLOSE YOUR PERSONAL INFORMATION

MEAust may disclose your personal information to our related companies, joint promoters of promotions and/or third parties, such as service providers who assist us in conducting our business and providing the information and/or products or services we are providing to you. Your personal information may be disclosed to:

- our professional advisors, including lawyers, accountants, tax advisors and auditors;
- travel service providers;
- Cash Card, Credit Card, Debit Card, E-Commerce and Gift Card promoters and/or any other third party supplier of promotional products or services.
- recruiters we have engaged and/or your referees if you are applying for employment with us;

- law enforcement bodies to assist in their functions, courts of law or as otherwise required or authorised by law; and
- regulatory or government bodies for the purposes of resolving customer complaints or investigations and any other regulatory obligations.

Occasionally, we may disclose your personal information overseas. Your personal information may be disclosed to Mitsubishi Electric Corporation (our parent company in Japan). Your personal information may also be disclosed to other third parties overseas who provide us with financial, insurance, IT, communications and other services.

The countries where these third parties are located may not have data protection laws similar to Australia. In such a case, we will endeavour to take such steps that are reasonable in circumstances to ensure that the information disclosed and used by such parties are bound by confidentiality obligations and that your personal information is handled in accordance with this Privacy Policy.

If we sell or purchase any business or assets, your personal information may be disclosed to the prospective buyer/seller. If our business (or substantially all of our assets) is acquired by a third party, your personal information held by MEAust may be an asset which is transferred to the buyer.

SECURITY

We take such steps as are reasonable in the circumstances to ensure that we maintain strict standards and procedures to:

- protect your personal information from misuse, interference and loss; and
- protect your information from unauthorised access, modification or disclosure.

Although no method of transmission over the Internet or electronic storage is 100% secure, our website implements generally accepted industry standards.

We take reasonable steps to prevent unauthorised access to our online and computerised systems by using measures such as firewalls, data encryption, virus detection methods, and password restricted access. At our business premises, we use personalised access cards to restrict access to those premises. Hard copy documents may be stored in locked filing cabinets in secured rooms depending on the type of document. We train our staff to handle your information in accordance with this Privacy Policy and applicable privacy laws. Reasonable steps are taken to ensure that third parties who store or assist us to store your personal information adopt appropriate security measures.

We will also take such steps as are reasonable in the circumstances to de-identify and/or destroy personal information when it is no longer required by us, unless you otherwise request or unless the information is required under the law or a court or tribunal order.

ACCESS AND UPDATE PERSONAL INFORMATION

While we are committed to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date, we do so on the basis that the personal information that we receive about you is both accurate and complete. Please advise us of any changes or corrections to your personal information.

If you wish to access and/or correct the personal information we hold about you, please send us a written request via the 'Contact Us' detail set out below.

We may seek further information from you to verify your identity and/or clarify details of any request made. We will endeavour to respond to your request as soon practicable.

We may refuse you access to personal information we hold about you where required by law. If we refuse, we will give you written notice setting out the reasons for refusal (unless unreasonable for us to do so) and measures you can take to complain about the refusal.

ENQUIRIES/COMPLAINTS

If you have an enquiry or complaint regarding the way in which your personal information is being handled by us, please contact our Privacy Officer in the first instance.

Our Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint.

Your complaint will then be investigated. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

We will endeavour to respond to you as soon as practicable. In most cases, we will investigate and respond to a complaint within a reasonable time, usually within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If we are unable to reach a satisfactory solution through negotiation, you may refer the matter to the Office of the Australian Information Commissioner (**OAIC**). The OAIC can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

CHANGES OF THE PRIVACY POLICY

We may make changes to this Privacy Policy from time to time for any reason whatsoever. We will publish any changes on this website. Where material changes are made to the Privacy Policy, we will provide you with reasonable notice before the changes take effect. By continuing to use our website or by continuing to provide us with your information after the changes take effect, you confirm your acceptance of these changes.

AVAILABILITY OF THIS POLICY

If you require a copy of this Policy in another format, please contact us. We will take such steps as are reasonable in the circumstances to provide you with a copy of the Policy in whatever format you require free of charge as soon as practicable.

CONTACT US

If you have any questions, complaints or require feedback about this Policy, please contact the Privacy Officer.

Contact details for Mitsubishi Electric's Privacy Officer

The Compliance Manager
Mitsubishi Electric Australia Pty Ltd

- by post at 348 Victoria Road, Rydalmere, NSW 2116
- by email at privacy@meaust.meap.com or
- by telephone on (02) 9684 7777
- For clarity, we are happy to deal with any enquiry or complaint you may have about us on the basis that you do not identify yourself or use a pseudonym (to the extent practical).

Effective 12 December 2021

MITSUBISHI ELECTRIC AUSTRALIA PTY. LIMITED