

Privacy Statement

Wilson Transformer Company Pty Ltd (WTC) and its Subsidiaries are committed to providing quality services to you and this statement outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

The Privacy Act describes Personal Information as:

"...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable."

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

At WTC, this Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.wtc.com.au, from your website, from media and publications, from other publicly available sources, from cookies and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting our Privacy Officer in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's



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racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; and
- with your consent; or where required or authorised by law.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

HOW DO WE USE YOUR INFORMATION

We use your information to deliver products and services, manage our business and comply with the law. We may also use your personal information to tell you about products and services that we think you might be interested in. We may send you marketing messages in various ways, including by mail, email, telephone, SMS and advertising through our websites or third-party websites. We are not responsible for the privacy practice of these other sites. We recommend that individuals review the privacy policy on these websites.

If you do not want to be contacted by direct marketing, you can opt out by contacting the Privacy Officer.

Sometimes, such as when we're checking company credit worthiness or assessing company credit situation, we might collect private information from or give information to credit reporting bodies. This information can include:

- identification information;
- details about information requests made about Company Directors to credit reporting bodies;
- current and historical details about credit applications Company Directors have made and credit arrangements entered into;
- information about overdue payments, default listings and about serious credit infringements and information about payments or subsequent arrangements in relation to either of these;
- various publicly available information like bankruptcy and credit-related court judgments; and
- credit scores or risk assessments indicating an assessment of Directors or Company credit worthiness.

This information relates primarily to dealings with other credit providers (for example, banks, other financial institutions, or other organisations that may provide credit in connection with their products or services). It may also include certain



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credit worthiness information that we derive from the data that we receive from a credit reporting body. Sometimes we may collect this information from other credit providers.

We may disclose credit information to credit reporting bodies. They in turn may include it in credit reporting information they provide to other credit providers to assist them to assess credit worthiness.

We may use or disclose such information for purposes such as:

- processing credit-related applications and managing credit that we provide;
- collecting amounts you may owe us in relation to such credit and dealing with serious credit infringements;
- assigning our debts;
- participating in the credit reporting system;
- dealing with complaints or regulatory matters relating to credit or credit reporting;
- when required or authorised by another law.

You have the right to request credit reporting bodies not to:

- use your credit eligibility information to determine your eligibility to receive direct marketing from credit providers; and
- use or disclose your credit eligibility information if you have been or are likely to be a victim of fraud.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.



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ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Charges may apply for administrative purposes.

To protect your Personal Information, we may require identification from you before releasing the requested information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

PRIVACY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy, please contact us at:

Privacy Officer

Wilson Transformer Company Pty Ltd

310 Springvale Rd

Glen Waverley, VIC 3150

Privacy.officer@wtc.com.au



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