

Collection Notice

Methven Australia Pty Ltd ACN 104 813 390

This Collection Notice sets out the matters described in Australian Privacy Principle (**APP**) 5.2 (as part of the *Privacy Act 1988 (Cth)*) as they relate to Methven Australia Pty Ltd ACN 104 813 390 (which, for the purpose of this collection notice includes any of its Related Bodies Corporate, as that term is defined in the *Corporations Act 2001 (Cth)*) (**Methven, we, us, our**), when we collect personal information about you.

1. Purpose of Collection

We collect personal information primarily to:

- provide you or your employer with the products, services and information that you request from us;
- contact you in connection with the provision of products and services, and manage our relationship with you or your organisation;
- provide you with information about our products and services; and
- suggest our products and services to you.

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- assist you with enquiries or complaints;
- develop and improve our client service and relationships;
- promote, advertise and market any of our products and services; and
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our clients, and enforce our agreements with third parties (such as your employer).

We may use information collected through our Website for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at our Websites.

Where possible, we will provide you with a choice to opt-out of any of the above and any of our marketing communications. We will comply with your request to decline to receive these marketing communications.

2. Type of personal information collected and consequences if personal information is not collected

In general, you can assume that we may collect the following personal information about you:

- name;
- email address;
- delivery address;

- contact telephone number;
- payment information (e.g. credit card information);
- shipping address;
- date of birth;
- details about you to assist in managing our relationship with you; and
- details of the products or services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries.

For each visitor to our Website, we may also collect the following non-personally identifiable information:

- browser type, version and language;
- operating system;
- pages viewed while browsing the Websites; and
- page access times and referring website address.

If you do not provide the necessary personal information, we may not be able to provide you with the products, services or information that you have requested from us.

3. How we collect personal information

In the course of providing you with products and services, we collect personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly [, including by using cookies on our website]. [RC Note: Does the Methven website use cookies?]

In some cases however, we will collect information about you from a third party. For example, if you are a customer of Methven, we may collect personal information about you from the Retailer who sold our products or services to you. If you are an employee or director of a Retailer, contractor or supplier, we may also collect your personal information from your colleagues or employer.

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information.

We may collect personal information about you when:

- you contact Methven to acquire products, services or information for yourself or your organisation, or make enquiries about such products, services, or information;
- you subscribe to receive newsletters or information from Methven;
- make an enquiry about our products or services;
- engage with our business in the course of receiving products, services or information from us;

- you visit any of our websites, <https://www.methven.com/au>, www.methvenexpress.com.au (**Websites**); and.
- supply products or services to us.

4. Sharing of your personal information

We may disclose your personal information to:

- external providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers, marketing and e-commerce service providers (such as Magento), printers, call centres, providers of payment processing services (such as E-Way), creative agencies, electronic direct mailing services, identity verification services, and IT technicians who may need access when providing on-site support and other professional service providers as required from time to time);
- our professional advisors and agents;
- if you are an employee of one of Methven's customers, contractors, Retailers or suppliers, we may also disclose your personal information to your employer; and
- Retailers or distributors of Methven products and services.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

Those third parties will be permitted to access only the personal information they need to deliver the service to Methven or to you. Methven takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

We may disclose your personal information to recipients in New Zealand, the location of our parent company and a number of our service providers and suppliers.

We are not otherwise likely to disclose information to overseas recipients without your consent, unless the disclosure is required or authorised by law, in which case your consent may not be obtained before disclosure.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless the disclosure:

- is required or authorised by law; or
- you have consented to our disclosing the information about you.

5. Privacy Policy

Methven understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we hold. Methven has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

Methven's Privacy Policy is available for you to access on our Website and can be accessed here <https://www.methven.com/au/privacy-policy/>

Our Privacy Policy contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

6. Contact Us

Our contact details in respect of any issues in relation to privacy are:

Telephone	1300 638 483
Email	Privacyofficer@au.methven.com
Post	16 Gipps Street Collingwood VIC Australia, 3066