

Privacy Policy

Welltech Total Water Management (Welltech) acknowledges your privacy is important to you, which means your privacy is important to us. We are committed to safeguarding information we receive in connection with our business activities.

This Privacy Policy provides an overview of how Welltech protects the privacy of your personal information, your rights in relation to the personal information collected by us and the way in which we collect, hold, use and disclose your personal information.

To achieve this commitment to privacy, we comply with the *Privacy Act 1988* (Commonwealth) and its amendments (the **Act**), and the Australian Privacy Principles (**APPs**) set out in that Act. The full text of the APPs at the Office of the Australian Information Commissioner's [website](#).

What personal information do we collect and hold

Welltech collects personal information about you during our provision of goods and services to you, during your provision of goods or services to us or when you visit and browse our website. Personal information we collect and hold includes:

- a) Information such as your name, company name, business address, telephone number, email address, position title, job responsibilities and other personal contact details;
- b) Your interests in our goods and services and past purchases;
- c) Your payment and delivery information and preferences for purchases; and
- d) Credit information, such as identification information, credit liability information including information about credit accounts and credit limits, repayment history information, details about credit defaults and credit eligibility information from a credit reporting agency and references.

How we collect personal information

Welltech generally collects personal information from you when you:

- a) Complete and submit a form on our website;
- b) Request a quote from us;
- c) Provide us with an order for our goods or services;
- d) Agree to provide goods and services to us;
- e) Complete a credit application form with us;
- f) Complete a job application form with us;
- g) Provide us with information via telephone, email or face-to-face; or
- h) Take part in internal market research.

Welltech can also collect your personal information from an information services provider, credit reporting agency or a publicly maintained record.

Some information is automatically received and collected from you when you visit our website. In general, you can browse our website without revealing any personal information. Read our Website Terms of Use.

How we use electronic mechanisms such as "cookies"

Our website uses 'cookies' to deliver customised visitor experiences and to analyse website user metrics. These cookies do not collect or track any personal data or information about you as an individual, instead, they are focused on how the website is used, and seek to enhance the accessibility of the website. This Privacy Policy places all users of this website on notice about our use of cookies. Your continued use of this website confirms to us that you are fully aware of and accept our use of cookies. Read our Website Terms of use.

Why we collect your personal information

We collect, hold and use personal information that is reasonably necessary to conduct our business activities, to enable us to:

- a) Provide goods and services to you;
- b) Obtain goods and services from you;
- c) Maintain your contact details;
- d) Identify you and conduct appropriate checks, including credit checks;
- e) Undertake accounting, billing and other administrative activities;
- f) Identify and inform you of our goods and services that may be of interest to you;
- g) Recruit, manage, train and develop our employees and representatives;
- h) Conduct internal research on our website users' demographics, behaviors and interests to enhance product development and customer satisfaction;
- i) Capture metrics on the number of visitors to our websites for use in server capacity needs.

Without this information, we may not be able to do business with you.

How we use and disclose personal information

Welltech will use and disclose the personal information collected for the purpose for which it was provided to us, or related purposes which would reasonably be expected without your permission. We may use and disclose your personal information:

- a) To do business with you;
- b) To build our relationship with you;
- c) To provide you with goods and services and to send communications requested by you;
- d) For our internal and corporate group management, administrative, planning and marketing purposes;
- e) To obtain credit history information about customers;
- f) For debt recovery;
- g) To inform you of our goods and services that may be of interest to you and to send information about future events and promotions;
- h) To compile and report statistics using de-identified information.

Welltech will never sell your information to anyone else. In the event of a merger or sale, we may transfer all personal information we have collected from you to the relevant third party. Welltech may also be required to disclose your personal information without your consent if the disclosure is:

- a) Required or authorised by law;
- b) Required in order to investigate an unlawful activity;
- c) Required by an enforcement body for investigative activities; or
- d) Necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health or safety.

We may need to disclose your personal information to others who help us to do business with you. These include:

- a) Our suppliers and contractors;
- b) Network operators;
- c) Financial institutions;
- d) Our employees, members of our corporate group and service providers;
- e) Other organisations with your consent; and
- f) Debt collectors when payments are overdue.

We will use reasonable endeavours to ensure that the disclosure is on a confidential basis and that these organisations comply with the APPs.

Overseas disclosures

Welltech will retain your personal information within Australia. However, we may disclose personal information to overseas recipients to enable us to provide goods and services and for other management purposes. We will take reasonable steps in the circumstances to ensure that the overseas entity does not breach the APPs in relation to the information or is bound by a substantially similar privacy law or scheme to the APPs unless you consent to the overseas disclosure, or it is required or permitted by law.

Direct Marketing

Welltech may use some of the personal information collected for the purpose of direct marketing or to advise you about our products or services that may be of interest to you. By submitting your personal information to us, you consent to us using your personal information for direct marketing purposes. You may request not to receive any direct marketing material from us by following the prompts on any direct marketing material sent to you or by electing to opt out by contacting us via the Contact section below.

How we store and manage personal information

Welltech takes all reasonable security measures to ensure that your personal information is adequately protected from loss, unauthorised access, destruction, misuse, modification, or disclosure. We hold personal information in both electronic and hard copy forms in secure premises and databases.

Welltech maintains physical security over its paper and electronic data stores, such as locks and security systems. We also use computer and network security technologies such as firewalls, intrusion prevention software, antivirus software, external email filtering and passwords to control and restrict access to authorised staff for approved purposes and to secure personal information from unauthorised access, modification, disclosure, misuse, and loss. To prevent unauthorised access or disclosure, to maintain data

accuracy and to ensure the appropriate use of the information, we use Secure Sockets Layer (SSL) encryption when collecting or transferring sensitive data, such as financial information. SSL encryption is designed to make the information unreadable by anyone but us. This security measure is working when you see either the symbol of an unbroken key or closed lock (depending on your browser) on the bottom of your browser window.

However, please be aware that there are inherent risks in transmitting information by use of the Internet and other online transmission systems and that we cannot guarantee the security of information transmitted in this way.

Welltech will destroy or de-identify personal information when we no longer need it unless we are permitted or required by law to retain the information.

Access and correction of personal information

You have a right to request access to your personal information held by Welltech and to request its correction. We will grant you access to your personal information to the extent required by the Privacy Act and the APPs. We may refuse access in circumstances set out in the APPs and will provide you with reasons as to why access was refused.

If the information we hold about you is inaccurate, out of date, incomplete or misleading, you may request us to correct the information by contacting us in writing via the Contact section below.

We will take the necessary steps to correct the information in a timely manner.

About children

Welltech is committed to protecting the privacy needs of children (persons under the age of 18) and encourages parents and guardians to take an active role in their children's online activities and interests. We ask that children do not submit any personal information to us via our website. If you are under the age of 18, you should only use this website in conjunction with, and under the supervision of, your parents or guardians.

Your consent

By your continued use of this website, registering with Welltech to receive any information or providing your personal information to us, you consent to our use of your personal information in accordance with this Privacy Policy.

Contact, complaints and further information

If for any reason you have questions about this Privacy Policy, any requests for access to, or correction of, your personal information, any complaints regarding the treatment of your privacy or if you would like to opt-out of any direct marketing material, please contact our Privacy Compliance Manager at:

By Mail: Privacy Compliance Manager, Welltech Total Water
Management. 61 Baile Road Canning Vale WA 6081

By Email: solutions@welltech.com.au

By telephone: +61 8 9353 1366

Our Privacy Compliance Manager will investigate any complaints and endeavour to respond to your complaint within 30 days of receiving the written complaint. When this is not possible, we will contact you to provide an estimate of how long it will take to handle the complaint. If you are not satisfied with our response or resolution of the complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

You may make an anonymous complaint or inquiry in relation to this Privacy Policy or your privacy rights in accordance with the APPs. However, we may need to ask you to identify yourself in some cases where it is required by law or it is impracticable for us to deal with you if you have not identified yourself.

Your rights in the Privacy Act to access and correction of personal information operate alongside and do not replace other informal or legal procedures by which an individual can be provided with access to, or correction of, their personal information, including the Freedom of Information Act.

To find out more about your privacy rights, we recommend that you visit the Office of the Australian Information Commissioner's website.

What happens if this Privacy Policy changes

We reserve the right to amend this Privacy Policy. If Welltech updates or changes this Privacy Policy, the changes will be made on this page. Your continued use of the applications on this website and your continued dealings with us, following the posting of changes to this Privacy Policy, will mean you accept those changes and terms of this Privacy Policy.

This Privacy Policy was last updated in May 2023.