

Privacy Policy – Pirelli Tyres Australia Pty Ltd

This privacy policy outlines how Pirelli Tyres Australia Pty Ltd ACN 001 784 014 (referred to as 'we', 'our' or 'us' in this policy) collects, uses and discloses your personal information and how to contact us if you have any questions about our management of personal information.

We are committed to protecting your privacy and ensuring that our Privacy Policy complies with the Australian Privacy Principles set out in the Privacy Act. We conduct regular reviews of our policies and procedures, and we may change our Privacy Policy from time to time. The most current version of our Privacy Policy will be available on our website. A copy of our Privacy Policy is also available by contacting our Privacy Officer using the contact details set out below.

The kinds of personal information we collect and hold

The kinds of personal information we collect may include your name, address and other contact details, your ABN, your date of birth and other forms of identification (such as a driver's license), which of our products you have purchased. If we provide you (or an entity related to you) with credit, we may also collect and hold credit information and credit eligibility information about you. Without limitation, this may include credit reports, identification information, consumer credit liability information (e.g. details of amounts payable to us and the terms of the relevant credit), information relating to payments made, default information and payment information.

Manner and purpose of collection of personal information

We will generally collect personal information about you directly by way of forms and other documents submitted to us by you, correspondence you provide to us and telephone calls/meetings with you. Occasionally, we may collect personal information about you from third parties. For example, we may collect personal information about you from other tyre and service centres or credit eligibility information about you from credit reporting bodies (CRBs) if we provide you (or an entity related to you with credit). The CRBs we deal with include Dun and Bradstreet (<http://dnb.com.au/>), Veda Advantage (<http://www.veda.com.au/>), CreditorWatch (<https://creditorwatch.com.au/>) and Experian Information Solutions (<http://www.experian.com.au/>). Copies of their privacy policies dealing with how they manage credit-related personal information can be found on their websites.

We will only use personal information for the following purposes unless otherwise required or permitted by law:

- to provide you with the best possible service in supplying you with tyres
- to provide you with marketing materials in relation to offers, specials, products and services we have available from time to time;
- if we are providing you (or an entity related to you) with credit, to assess your creditworthiness (or the creditworthiness of your related entity which is receiving the credit);
- for our internal management purposes, to manage our relationship with you and to manage the payment and recovery of amounts payable to us by you; and
- for other purposes which are reasonably necessary in connection with our normal functions and activities.

At all times we will ensure that your personal information is collected in a lawful and fair way, and that we comply with the Privacy Act and the Australian Privacy Principles.

Disclosure of your personal information

We may disclose your personal information to our overseas parent company or our related group entities and third parties for the purposes set out above.

The third parties to whom we may disclose your personal information include:

- The manufacturers, suppliers, and contractors we use in our business
- Insurers, assessors, and underwriters

- Professional advisors and consultants (such as lawyers, accountants, and auditors)
- Debt collectors
- Your guarantors and security providers
- Credit reporting bodies, credit providers and other information providers
- Third parties you have consented to us disclosing your information to (such as referees)
- Government and regulatory authorities (as required by law)
- Website hosts
- Organisations that assist us in advertising, research and development, analysis, promotions, and competitions

If you fail to make a payment to us as and when due or commit a serious credit infringement we may disclose details of such events to CRBs. A CRB may use such information in reports given to other credit providers to help assess your creditworthiness. You have certain rights to request that CRBs do not use credit reporting information about you if you believe on reasonable grounds you have been or are likely to be a victim of fraud.

Before we disclose your personal information we will take reasonable steps, in the circumstances, to ensure that an overseas recipient does not breach the Australian Privacy Principles in relation to that information. However we must tell you that if you consent to us disclosing your personal information to an overseas recipient (and agree that the reasonable steps do not apply) we will not be obliged under the Privacy Act to take those steps and we will not be liable under the Privacy Act if the recipient does not act comply with the Australian Privacy Principles.

We will not sell, trade, or otherwise disclose your personal information to third parties other than as set out above, or if required by law.

You do not have to give us your personal information. However if you choose not to give us your personal information we may be unable to provide you with our products or services (including contacting you for warranty or recall safety issues), grant credit terms to you, assess your application, finalise payment of products or services you have ordered, deliver products you have ordered, or otherwise do business with you or an entity you are connected with. We will not generally collect sensitive information. If we do collect sensitive information about you we will only do so with your consent or where the collection is required or authorised by law. Government related identifiers “Government related identifiers” are identifiers such as driver’s license numbers. We do not collect, use or disclose government related identifiers unless they are reasonably necessary to verify your identity for our business purposes, or where the use or disclosure is required or authorised by law. We do not adopt those identifiers to identify you or the information we may have collected about you.

How to we store and protect your personal information

We store personal information in both paper-based records and in electronic form (such as on computer servers) on our systems. We take all reasonable precautions to safeguard your personal information from misuse, interference and loss, and unauthorised access, modification or disclosure, including:

- Restricting access to personal information stored in our electronic and paper-based records
- Using technology products to prevent unauthorised access to our electronic databases (such as industry standard firewalls)
- Staff training, policies and procedures in relation to the use of our computers and management of personal information

When we no longer need your personal information we will take reasonable steps to destroy or permanently de-identify that information.

Direct marketing communications

From time to time we may use your personal information to provide you with marketing materials in relation to offers, specials, products and services that we have available. If you would not like to receive direct marketing materials from us you may notify us using the contact details set out below.

Cookies

A cookie is a data file that a website transfers to your computer. This enables the website to track the pages you have visited. A cookie only contains information you supply. It cannot read data on your computer. Our website uses cookies. You can set your browser to refuse cookies, however, this may mean you are unable to take full advantage of our website.

Anonymity and pseudonyms

You have the option of not identifying yourself or using a pseudonym when dealing with us unless we are required by law or a court/tribunal to deal with individuals who have identified themselves or it is impractical for us to deal with you if you have not identified yourself.

How to obtain access to your personal information

You may obtain access to personal information which we hold about you by contacting us using the contact details set out below.

When you request copies of your personal information held by us we will endeavour to provide you with such personal information as soon as reasonably practicable.

We may require you to verify your identity and specify what information you require. There may be occasions when access to personal information we hold about you is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others.

Accuracy and completeness of personal information

While we will endeavour to ensure that the personal information collected from you is up to date, accurate and complete, we will assume that any personal information provided by you is free from errors and omissions.

How to request correction of your personal information

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, up-to-date, complete, relevant, and is not misleading. However if you believe that is not the case you have a right under the Privacy Act to request that we correct your personal information. If you would like to request correction of your personal information, please contact our Privacy Officer using the contact details set out below.

How to make a complaint about a breach of your privacy rights

If you are of the view we have breached the APPs, the Privacy Act, or any related privacy code in dealing with your personal information, you may make a complaint by writing to us using the contact details set out below and we will endeavour to provide you with confirmation as to how we propose to deal with the complaint as soon as reasonably practicable.

If you are not satisfied with our response to your complaint, you may make a complaint to the Office of the Australian Information Commissioner by visiting the following website and following the steps: <http://www.oaic.gov.au/privacy/privacy-complaints>

Variation of privacy policy

We may vary the terms of this privacy policy from time to time to take account of new laws and technology, changes to our functions and activities and to make sure it remains appropriate.

www.pirelli.com/tyres/en-au/privacy-policy

Privacy Officer Contact details

If you have any questions regarding our Privacy Policy, or believe we have not complied with our obligations under the Privacy Act in relation to your personal information and wish to make a complaint, please contact:

The Privacy Officer

By telephone: +61 2 9988 6000
In writing: Privacy Officer, Pirelli Tyres Australia Pty Ltd
GPO Box 327, Sydney NSW 2001 Australia
By email: privacy.au@pirelli.com