

## Privacy Policy

### 1. About this document

This is the Privacy Policy of Ardex Technology Pty Limited (ACN 097 604 601) (collectively, "**Ardex**", "**we**", "**our**" and/or "**us**").

At Ardex, we are committed to safeguarding your privacy and protecting your personal information. This document contains important information about how we manage your personal information in accordance with the *Privacy Act 1988* (Cth) ("**Privacy Act**") and the Australian Privacy Principles which are contained in the Privacy Act.

This document includes information about:

- (a) the kinds of personal information that we collect and hold;
- (b) how we collect and hold personal information;
- (c) the purposes for which we collect, hold, use and disclose personal information;
- (d) how you may access personal information about you that is held by us and seek the correction of such information;
- (e) how you may complain about a breach of the Privacy Act or the way in which we have managed your personal information, and how we will deal with such a complaint;
- (f) whether we are likely to disclose personal information to overseas recipients and where such recipients are located; and
- (g) our contact details.

This document was last updated on 24<sup>th</sup> February 2025.

### 2. What is personal information?

Personal information is defined in the Privacy Act as any information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion:

- (a) is true or not; and
- (b) is recorded in a material form or not.

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

What constitutes personal information will vary, depending on whether an individual can be identified or is reasonably identifiable in the particular circumstances.

### 3. What kinds of personal information do we collect and hold?

The kinds of personal information that we collect and hold may include details such as your:

- (a) identity (your name and date of birth);
- (b) contact information (your home address, email address and telephone number); and

- (c) financial information (your bank account details).

#### **4. Collection**

The ways in which we collect personal information can be broadly categorised into information that:

- (a) you provide to us directly;
- (b) we collect automatically; and
- (c) we obtain from third parties.

We usually collect personal information directly from you. Sometimes we collect this information or confirm this information with a third party. We will use reasonable efforts to obtain your consent prior to contacting a third party for this purpose.

When you visit our website, use our app, or use other web-based content and services of ours, either we or our service provider will collect information, which may include your personal information, including:

- (a) information about your use of our services, including your login details, IP address, behavioural data, activity logs, and information collected by cookies;
- (b) information about the devices you use to access our services including the device type, operating systems, browsers, application settings and location information;
- (c) information about the way you use your devices when accessing our services; and
- (d) information about the applications and software installed on your devices, to help identify applications and software such as bots, malware and remote access threat applications.

#### **5. Use and disclosure**

##### **5.1 How we use your personal information**

We use your personal information for various reasons, including:

- (a) to provide you with a product or service that you've requested;
- (b) to manage our relationship and to communicate with you;
- (c) to comply with any legal or regulatory obligations imposed on us;
- (d) to provide you with technical support or respond to any customer service inquiries;
- (e) to enhance our website and products and services, and develop new ones;
- (f) to identify and prevent any fraudulent, malicious, and other unauthorised activity;
- (g) to make sure that everyone is using our website and services fairly and in accordance with our Website Terms of Use, which are available at <https://www.ardex.com.au/privacy>;
- (h) to send you marketing communications about our products and services;
- (i) to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties; and

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Telephone +61 2 9229 4700 Website [ardex.com.au](https://www.ardex.com.au)  
ABN 57 097 604 601

- (j) to help you to communicate with your customers or users.

## 5.2 Disclosure of your personal information

We may disclose your personal information to regulators and government authorities as required or contemplated by law.

We may also disclose your personal information to an individual or an organisation (a "**third party**") if:

- (a) you direct us to do so;
- (b) you consent to the third party obtaining the information from us; or
- (c) you consent to the third party accessing the information on our systems, and/or do anything which enables the third party to obtain access.

Your consent to a third party obtaining or accessing information may be implied from:

- (a) your use of any service or application which a third party provides to you, or makes available to you, which involves the third party obtaining or accessing personal information held by us or organisations like us; or
- (b) you doing anything else which enables the third party to obtain access to the information.

## 6. Disclosure to overseas recipients

In some cases we may need to share some of your information with organisations outside Australia, or Australian organisations that store data or operate outside of Australia. For example, when we use service providers located in Australia or overseas to perform a function on our behalf.

We may share your information with overseas organisations that are located in the following countries:

- (a) New Zealand; and
- (b) the United States of America.

When we share your information with organisations overseas we seek to ensure that appropriate data handling and security measures are in place.

## 7. Opting out of direct marketing

If you do not wish to receive our marketing communications, you may opt out from receiving these communications by:

- (a) contacting us;
- (b) clicking the unsubscribe link included at the end of every promotional message; or
- (c) managing your communication preferences via your online profile (if available).

Please note that if you choose to opt out of marketing communications and promotional messages, we will continue to:

- (a) provide you with information in relation to your existing products or services only, including new features and functionality; and

- (b) send you transactional and administrative information, including in relation to billing matters, technical support and customer service.

## **8. Access and correction**

In most cases you can access your personal information held by us. If you believe that personal information we hold about you is inaccurate, out of date or incomplete, you should contact us.

We will promptly update your personal information that is inaccurate, out of date or incomplete. In some cases we may request you provide us with supporting documentation to amend the personal information we hold about you.

If we do not agree that your information is inaccurate, out of date or incomplete, we will give you a written notice including the reasons why we do not agree with you and how you can make a complaint if you wish to do so.

## **9. Storage and security of your personal information**

We will take reasonable steps to keep the personal information we hold about you secure to ensure that it is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

You can also help to keep the personal information we hold about you secure by taking care before you authorise or otherwise assist any third party to obtain or gain access to that information.

## **10. Cookies**

A cookie is a piece of data stored on the user's computer that is tied to information about the user. We use both session ID cookies and persistent cookies. Cookie usage is in no way linked to any personally identifiable information while on our website.

We use session ID cookies to make it easier for you to navigate our website. Once a user closes the browser, the cookie session ID simply terminates.

A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. Persistent cookies can be removed by following the relevant internet browser help directions. By setting a persistent cookie on our website, users would not have to log in a password more than once, thereby saving time while on our website. If a user rejects the cookie, they may still use our website. The only drawback to this is that the user will be limited in some areas of our website. Persistent cookies enable us to track and target the interests of our users to enhance the experience on our website.

These technologies are used by Ardex and our partners, affiliates or analytics or service providers. These technologies are used in analysing trends, administering the website, tracking users' movements around the website, and gathering demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual and aggregated basis.

## **11. Changes to this policy**

We may update our Privacy Policy from time to time by either notifying you of a change to the policy and providing you with a link to the updated policy or by publishing a new version on our website without notice. By continuing to use our website or otherwise continuing to deal with us, you accept this Privacy Policy as it applies from time to time.

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## 12. Complaints

If you wish to make a complaint regarding the handling of your personal information, please contact our Privacy Officer at [support@ardex.com.au](mailto:support@ardex.com.au). We will promptly investigate your complaint and notify you of the outcome.

If you are dissatisfied with the outcome of your complaint, you may refer your complaint to the Office of the Australian Information Commissioner ("OAIC"). The OAIC can be contacted via the details below:

<b>Street address</b>	Level 3, 175 Pitt Street Sydney NSW 2000
<b>Web address</b>	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
<b>Email address</b>	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>
<b>Telephone number (within Australia)</b>	1300 363 992
<b>Telephone number (outside Australia)</b>	+61 2 9284 9749

## 13. Contact us

### 13.1 Privacy queries

Please email our Privacy Officer at [support@ardex.com.au](mailto:support@ardex.com.au) if you:

- (a) would like to know what personal information we hold about you;
- (b) wish to access or correct the personal information that we hold about you; or
- (c) have a question or feedback for us about this policy.

### 13.2 General queries

Please contact us on the details below if you have a general question about:

- (a) our website [www.ardex.com.au](http://www.ardex.com.au);
- (b) any products or services that we offer (including the EPONA platform); or
- (c) potential employment opportunities.

<b>Street address</b>	SFV House Level 6, 2 Barrack Street Sydney NSW 2000
<b>Postal address</b>	GPO Box 4397 Sydney NSW 2001
<b>Web address</b>	<a href="http://www.ardex.com.au">www.ardex.com.au</a>
<b>Email address</b>	<a href="mailto:support@ardex.com.au">support@ardex.com.au</a>
<b>Telephone number (within Australia)</b>	02 9229 4700
<b>Telephone number (outside Australia)</b>	+61 2 9229 4700

### 13.3 Technical support

If you need any technical support with your Ardex products or services (including the EPONA platform), please contact our IT team on [support@ardex.com.au](mailto:support@ardex.com.au).