

# SMARTZ

## PRIVACY POLICY

### 1.0 Purpose

Smartz AG and its subsidiaries (“we”, “us” or “our”) recognise the importance of privacy and are committed to protecting the privacy of individuals when handling their personal information.

This Privacy Policy explains how we collect, hold, use, disclose, protect and otherwise handle personal information in an open and transparent manner in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). By providing us with your personal information you consent to us using, disclosing and otherwise handling it in accordance with this Privacy Policy as updated from time to time.

### 2.0 Scope

This policy applies to all personal information Smartz AG and its subsidiaries may collect and hold.

### 3.0 Responsibility

This policy is the responsibility of the Smartz AG Executive Team.

### 4.0 Applicability

This document is primarily for anyone who would like to understand what information Smartz AG collects and holds, how it is stored, and how it is protected.

### 5.0 References

a) N/A

### 6.0 Abbreviations and definitions

For the purposes of this policy Smartz AG and its subsidiaries = Smartz AG and Smartz Operations Pty Ltd (“Smartz”).

### 7.0 Policy

#### 1. Introduction

Smartz AG and its subsidiaries (“we”, “us” or “our”) recognise the importance of privacy and are committed to protecting the privacy of individuals when handling their personal information.

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

This Privacy Policy explains how we collect, hold, use, disclose, protect and otherwise deal with personal information in an open and transparent manner in accordance with the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (the **Privacy Act**). By providing us with your personal information you consent to us collecting, using, disclosing and otherwise dealing with it in accordance with this Privacy Policy as updated from time to time.

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### 2. Personal information that we collect and hold

The kinds of personal information that we collect and hold depend on your dealings with us. Examples of personal information we collect and hold include:

- name;
- date of birth;
- contact details (such as phone number, email address and street and/or postal address);
- identification documents (such as driver's license details);
- information about goods or services ordered, acquired or supplied;
- financial information (such as your credit or debit card or bank account details);
- employment history; and
- credit eligibility information.

We may also collect and hold any other personal information that you submit to us, as well as any other personal information that we consider is reasonably necessary for one or more of our functions and activities.

#### *Sensitive information, including health information*

We may also collect and hold sensitive information about you, including health information, if you consent to us doing so or where otherwise permitted or required by law. Health information we may collect and hold includes information about your residency in an aged care facility, weight, mobility level, results indicating toileting pattern, number of leakage events, skin integrity issues, change in condition (e.g. medication, mobility, cognitive, environmental and emotional condition, etc.).

We will limit the collection of sensitive information to the information reasonably necessary for one or more of our functions or activities.

#### *Clickstream data that we collect and hold*

We may use cookies, web beacons or similar technologies to collect de-identified information about your visits to our website [www.smartzag.com](http://www.smartzag.com) (the "Website") for the purpose of improving your experience browsing our Website. For example, when you visit our Website we may collect your server address, domain name, operating system, browser type, pages accessed, documents downloaded, previous visits, referring website, and visit date and time.

You may set your browser to disable cookies but some parts of our Website may not function properly if cookies are disabled.

#### *Dealing with us anonymously*

Where it is lawful and practicable, you can deal with us anonymously, or by using a pseudonym.

### 3. Retention period we hold personal information.

Any personal data we collect, once the purpose is completed, it can be deleted.

### 4. How we collect and hold personal information

We will usually collect your personal information directly from you. For example, we can collect your personal information from you in person or by telephone, standard form, letter, facsimile, email or you visiting our Website.

We may also collect your personal information from a related entity, or from a third party or a publicly available source where it is unreasonable or impracticable to collect the information directly from you or if necessary to satisfy our legal obligations. For example, we may collect credit eligibility information about you from a credit reporting agency or may collect personal information about you from your nominated referees if you apply for a position as an employee or contractor with us.

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### 5. The purposes for which we use or disclose personal information

We use or disclose personal information for the following purposes:

- the promotion, supply, and quality management of our products and services. For example, we collect and hold your personal information to:
  - provide you with information about our products or services;
  - respond to your queries about our products or services;
  - supply our products or services to you (or your organisation) following your request;
  - administer or manage our products or services;
  - assess your (or your organisation's) credit eligibility before supplying our products or services;
  - maintain our business records; or
  - carry out research and analysis, evaluate or develop our products or services;
- to acquire goods or services from you (or your organisation);
- to assess an application for employment (or for appointment as a contractor) made by you;
- to administer, manage and report on the ownership of shares in us;
- to generally manage our business and its operations;
- any other purpose disclosed to you and to which you have consented; or
- any other purpose required or permitted by law.

We may also use your personal information to provide you with information about products or services that may be of interest to you, including via email, SMS, telephone or the post, where you have consented to us doing so or it is otherwise permitted by law. If you no longer wish to receive direct marketing communications from us, please contact us on [customerservice@smartzag.com](mailto:customerservice@smartzag.com)

Where you do not provide us with all or some of your personal information that we request then we may not be able to supply you with our products or services, or otherwise perform our functions and activities.

#### *Third parties*

Third parties to which we disclose your personal information include our third party suppliers and affiliates. Smartz may disclose your personal information to third parties which assist Smartz in performing its functions and activities, such as:

- service providers, including IT service providers, insurers, financial institutions, mailing houses, etc.;
- related companies, distributors, suppliers and other business partners;
- professional advisers, including lawyers, accountants and auditors;
- government, regulatory and law enforcement authorities; and
- your agents and representatives.

We may also disclose your personal information to:

- any third parties to whom you have directed or permitted us to disclose your personal information (e.g. referees);
- in the unlikely event that we or our assets may be acquired or considered for acquisition by a third party, that third party and its advisors;
- third parties that require the information for law enforcement or to prevent a serious threat to public safety; and
- other persons and organizations as permitted or required by law.

Smarztz is a group of companies which operate globally. As part of its business practices, personal information may be stored or sent to many of these countries, including Australia, Europe, Canada and the United States of America. When Smartz does transfer information overseas, the laws of the recipient countries will apply. In situations where these countries do not have comparable standards or legislation, Smartz will take all reasonable steps to make arrangements that provide for privacy protection of personal information to a standard in accordance with this policy and the Privacy Act.

#### *Unsolicited information*

If we receive unsolicited personal information about you, unless it is reasonably necessary for one or more of our functions or activities, we will de-identify or destroy it as soon as practicable provided it is lawful and reasonable to do so.

### 6. How we protect personal information

#### 7.

We will take steps that are reasonable in the circumstances to protect your personal information that we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measures. For example, we will protect your personal information that we hold through the use of secure premises, locked

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cabinets, video surveillance, secure databases, password access, anti-virus software, data transfer encryption and firewalls. If a data breach occurs which is likely to result in serious harm to one or more individuals, then we will notify you those individuals if required under and in accordance with the Privacy Act.

By providing us with your personal information over the Internet you accept that such information will be transmitted at your own risk as the security of such information cannot be guaranteed.

We will destroy or de-identify your personal information if we no longer need it for any purpose for which we may lawfully use or disclose it and we are not authorized or required by law to retain it.

Except to the extent liability cannot be excluded due to the operation of statute, we exclude all liability (including in negligence) for the consequences of any unauthorised access to, disclosure of, misuse of or loss or corruption of your personal information. Nothing in this Privacy Policy restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the Competition and Consumer Act 2010 (Cth). Please notify us immediately if you become aware of any breach of security.

### **8. Personal information access and correction**

You can request us to provide you with access to any of your personal information that we hold. We will comply with such a request unless an exception applies under the Privacy Act. We may charge a fee for giving you access to your personal information.

You can also request us to correct any of your personal information that we hold which is inaccurate, out-of-date, incomplete, irrelevant or misleading. We will comply with such a request unless an exception applies under the Privacy Act.

### **9. Privacy Policy updates**

We will update this Privacy Policy from time to time to take into account changes in our practices for the handling of personal information by publishing an amended Privacy Policy on our Website. You should regularly review the most recent version of this Privacy Policy available on our Website. Your continued use of the Website will signify your agreement to be bound by this Privacy Policy, as amended.

### **10. Our contact details**

If you wish to seek access to or correction of any of your personal information that we hold, or should you have any queries or wish to complain about our handling of your personal information, please contact our Privacy Officer using the contact details below:

#### Privacy Officer

*Phone:* +61 2 8405 6300

*Address:* Suite 2.02, Level 2, 54 Miller Street, North Sydney, NSW, 2060, Australia

We will take any privacy complaint seriously and any complaint will be assessed by an appropriate person with the aim of resolving any issue in a timely and efficient manner. We request that you cooperate with us during this process and provide us with any relevant information that we may need.

This Privacy Policy is effective as of 24 November 2022.