

Privacy Policy Australia and New Zealand

1. Overview

Motion Asia Pacific understands how important it is to protect the personal information of our customers, business partners and other stakeholders that we interact with. We take care to comply with the Privacy Laws and provide you with a level of comfort that the information you provide to us will be managed in accordance with the applicable laws.

This privacy policy ("Privacy Policy") sets out the privacy policies and practices for Motion Asia Pacific Pty Ltd (ABN 77 007 595 977) and Motion Asia Pacific NZ Ltd (NZCN 218 4345) together with its subsidiaries and affiliates (together "Motion", "We", "Us" and "Our").

This Privacy Policy applies to information collected from you by Us via:

- Our websites on www.motion.com.au and www.motion.co.nz, and for our businesses which display this Privacy Policy (each and together "Site");
- Our stores ("Stores");
- Our customer service centres in person or via email or phone;
- any other applications or services that display this Privacy Policy; and
- other places where or means by which We may collect personal information.

For the purposes of this Privacy Policy, personal information and sensitive information have the same meanings as defined in the Privacy Law. Privacy Laws means, for Australia, the *Privacy Act 1988 (Cath)* and, for New Zealand, the *Privacy Act 2020*, as amended from time to time.

The Site may contain links to other third party websites that We do not control or operate. This Privacy Policy does not apply to such third party websites, and We are not responsible for the content and privacy practices of such third party websites and third party. You are encouraged to review the privacy policies of such third parties before disclosing your personal information.

You represent and warrant that you have the right and authority or have obtained all necessary consents to provide Us any information, including any personal information of another individual.

2. Collection, Use and Disclosure of Your Information

We may collect your personal information directly from you or your authorised representative and from a third party if you would reasonably expect Us to so collect or have consented to such a collection (as appropriate).

We will not collect sensitive information about you unless we have your consent and the information is reasonably necessary for one of our functions or activities (unless we are otherwise required or authorised by law to collect that information).

Types of personal information We may collect includes:

- personal and contact details such as your name, address, email address, phone number, signature, vehicle registration number and professional or trade accreditation;

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- payment information such as type, bank and credit card details, etc;
- credit information such as your credit history with other credit providers from a credit reporting body if you apply for commercial credit with Us;
- digital information such as CCTV footages and information about the browsers or devices you use to connect to Our services, site you visit, account information, account preferences, activity details, interactions and/or security information;
- transactional details including information We require to deliver and service or fulfil warranty obligations for Our products or services;
- your shopping preference such as your shopping history, product types, specifications, sizes, dimensions, colours, or other attributes of products and services We have provided to you or may provide to you in the future;
- your marketing preferences;
- your communications and interactions details with Us such as warranty registration, participation of Our loyalty or similar program, product/service or other customer enquiry; and/or
- publicly available information, for example: information from public registers such those maintained by the various land registries, or ASIC.

On occasions, we may collect sensitive information about you. Examples of sensitive information include membership of a professional or trade association (e.g., your professional accreditation), and if you are involved in an incident in one of Our Stores, we may also collect sensitive information from you such as health and medical information.

We only collect personal information and sensitive information for purposes reasonably necessary for one or more of Our functions or activities including to:-

- conduct commercial relationships, such as sale, process purchases, service your account with us, commercial credit application, repair, return, exchange, other transactions that you may engage in with Us;
- communicate with you, including about products and services, recalls, competition results, special offers, and events which might interest you or you otherwise request information or assistance about;
- tailor how We provide and market Our products and services to you, based on your purchase history, shopping preferences and personal information you have provided Us;
- conduct quality control, research, analysis and tracking to better understand and serve Our customers and for statistical purposes;
- carry out administration, planning, procurement, and product and service;
- consider and respond to complaints made by you;
- respond and manage any incident you are involved in one of our Stores or Site;
- process, administer and manage your commercial credit application and facility with Us;
- enforce Our terms of use, this Privacy Policy or Our credit reporting policy;
- detect and protect Us and other third parties against error, negligence, breach of contract, fraud, theft and other illegal activity, and to audit compliance with Our policies and contractual obligations;
- engage in business transactions, including merger, amalgamation, acquisition, disposal, securitization or financing. These may include disclosure to and use by legal, financial, insurance, or other advisors in connection with such business transaction; and/or,

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- using other features of the Site or services that may be offered from time to time, and may require such information in order to utilise the feature.

We do not give your personal information to third parties outside Motion unless:

- the third party is engaged by Us to assist with conducting the activities for which the information was collected, such as Our service providers, retailers, franchisees, training providers and agents;
- You would reasonably expect, or have been advised that the information of that kind is usually passed to such third party;
- You have consented; or
- it is required or authorised by law, including, for example, that it will prevent or lessen a serious and imminent threat to somebody's life or death.

We involve third party service providers with tasks such as sales and marketing services; delivery and fulfilment; quality assurance; security; fraud/crime prevention; contract, legal, accounting, insurance management; training; payment handling; research and analysis; programming; data hosting, and hotline services to the extent it is reasonably required. Such service providers may also be other Motion group companies including GPC Asia Pacific Pty Ltd (ABN 97 097 993 283) and GPC Asia Pacific Limited (NZBN 9429036791620).

If we are unable to collect your personal information, or part thereof, the following may occur:

- We may be unable to provide products or services to you, to the requested standard or at all;
- We may be unable to communicate with you to provide information you request or may be interested; or
- your interacting with us may be delayed or not as efficient.

2.1. Transfer to recipients outside of Australian and New Zealand

We might transfer personal information to recipients including Motion group companies, affiliates and third parties located outside Australia and New Zealand including the United Kingdom, United States, India and Japan. Prior to the transfer, We will reasonably ensure either the recipient provides an appropriate level of data protection or that you have consented to the transfer.

Where We share personal information overseas, We take steps to ensure that Our service providers are obliged to protect personal information in accordance with the Privacy Laws and that they are only permitted to use personal information for the purpose for which it is shared.

2.2. Pseudonyms and anonymity

You have the discretion to use a pseudonym or remain anonymous when in Our reasonable view it is practicable to do so. However, this may prevent Us from being able to provide you with some of Our products and services, for example, where you order goods which need to be delivered to your postal address, or goods subject to age or other restrictions.

2.3. Cookies

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Cookies and tracking mechanisms may be used in our online service. Cookies are small text files that may be stored on your device when visiting our online service. Tracking is possible using different technologies. We process information using cookies, pixel technology and/or during log file analysis. For further information, please refer to our [Cookies and Third Party Analytics Policy](#).

2.4. Surveillance Cameras

We may use surveillance cameras/CCTV which may capture images of you. We use surveillance cameras for security, crime-deterrence/reporting and quality assurance purposes. We will only use surveillance cameras in a non-covert manner and in spaces that are accessible to the public. Footage from the surveillance cameras/CCTV may be used by Us and Our third party service providers.

3. Retention of Your Personal information

The personal information that you provide will be retained by Us in accordance with applicable laws. We typically retain your personal information for as long as it is reasonably necessary to satisfy the purpose of collection.

4. Opt-Out Preferences

We may send marketing information to Our existing customers as appropriate. If you do not wish to receive such material from Us in the future, we have implemented a simple “opt-out” procedure that can be activated within the marketing email, SMS/MMS.

5. Security

We take reasonable steps to protect the personal information We have under Our control against loss, unauthorised access, modification or disclosure and other misuse. These include staff education, password protection, authorisation management for access to electronic information, We constantly review Our security measures.

6. Access and Correction

We will take reasonable steps to ensure the personal information We hold is accurate, complete and up to date. These steps include maintaining and updating personal information when You advise us that your personal information has changed, and at other times as necessary.

If you have any enquiries relating to Our privacy practices or procedures, or if you believe that the personal information that We hold about you is not accurate, complete or up to date you may write to the Privacy Officer at the address provided below. We will respond to your requests to correct personal information in a reasonable time.

You can request access to your information We hold by contacting Our Privacy Officer at

- For Australia - 22 Enterprise Drive, Rowville, Victoria, 3178, Australia; or
- For New Zealand - 510 Mt Wellington Highway, Mount Wellington, Auckland, New Zealand.

7. Complaint

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If you would like to make a complaint regarding Our use of your personal information, you can contact Us at the above address.

If you are still not satisfied about the way in which We have handled your personal information, you can contact the Office of the Australian Information Commissioner (www.oaic.gov.au) or the Office of the Privacy Commissioner (www.privacy.org.nz) for guidance.

8. Updates and Other

This Privacy Policy may change from time to time and is available on Our Site. When we change this Privacy Policy, we will revise the “Last updated” date at the top of this Privacy Policy. We recommend that you check this page from time to time to inform yourself of any changes in this Policy or any of our other policies.

This Privacy Policy does not apply to job applicants or Our current and former employees or contractors.