

BEST EXHAUST

THE WORLD'S BEST EXHAUST SYSTEMS

CUSTOMER PRIVACY POLICY

Revised October 2023.

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

This policy relates to websites owned by Best Exhaust Pty Ltd:

www.bestexhaust.com.au

(1) What information do we collect?

We may collect, store and use the following kinds of personal data:

- (a) information about your computer and about your visits to and use of our websites (including your IP address, geographical location, browser type, referral source, length of visit and number of page views);
- (b) information relating to any transactions carried out between you and us on or in relation to our websites, including information relating to any purchases you make of our goods or services;
- (c) information that you provide to us for the purpose of registering with us;
- (d) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters; and
- (e) any other information that you choose to send to us;

(2) Cookies

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We use “session” cookies and “persistent” cookies on the websites. We will use the session cookies to: keep track of you whilst you navigate the websites. We will use the persistent cookies to: enable our websites to recognise you when you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

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We use AWStats and Google Analytics to analyse the use of the websites. They generate statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our websites is used to create reports about the use of the websites.

Our advertisers may also send you cookies.

From time to time we publish Google Ads interest-based advertisements on our websites. These are tailored by Google to reflect your interests. To determine your interests, Google will track your behaviour across the web using cookies. You can view, delete or add interest categories associated with your browser using Google's Ads Preference Manager, available at: <http://www.google.com/ads/preferences/>. You can opt-out of the Ads partner network cookie at: http://www.google.com/privacy_ads.html. However, this opt-out mechanism uses a cookie, and if you clear the cookies from your browser your opt-out will not be maintained. To ensure that an opt-out is maintained in respect of a particular browser, you should use the Google browser plug-in available at: <http://www.google.com/ads/preferences/plugin>.]

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

(3) Using your personal data

Personal data submitted on our websites will be used for the purposes specified in this privacy policy or in relevant parts of the websites.

We may use your personal information to:

- (a) administer the websites;
- (b) improve your browsing experience by personalising the websites;
- (c) enable your use of the services available on the websites;
- (d) send to you goods purchased via the websites, and supply to you services purchased via the websites;
- (e) send statements and invoices to you, and collect payments from you;
- (f) send you general (non-marketing) commercial communications;
- (g) send you email notifications which you have specifically requested;

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(h) send to you our newsletter and other marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);

(i) provide third parties with statistical information about our users – but this information will not be used to identify any individual user; and

(j) deal with enquiries and complaints made by or about you relating to the websites.

Where you submit personal information for publication on our websites, we will publish and otherwise use that information in accordance with the license you grant to us.

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

All our websites financial transactions are handled through our payment services provider:

- (a) **PayPal:** You should only provide your personal information to Paypal after reviewing the PayPal privacy policy (available at www.paypal.com.au). We will share information with PayPal only to the extent necessary for the purposes of processing payments you make via our websites.
- (b) **Stripe:** You should only provide your personal information to Stripe after reviewing the Stripe privacy policy (available at <https://stripe.com/au>). We will share information with Stripe only to the extent necessary for the purposes of processing payments you make via our websites.
- (c) **LatiPay:** You should only provide your personal information to LatiPay after reviewing the LatiPay privacy policy (available at <https://www.latipay.net/>). We will share information with LatiPay only to the extent necessary for the purposes of processing payments you make via our websites.

(4) Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy. Contractors and Employees are required to sign a deed of confidentiality when exposed to customer personal and financial information.

In addition, we may disclose information about you:

- (a) to the extent that we are required to do so by law;

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- (b) in connection with any legal proceedings or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
- (d) to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

Except as provided in this privacy policy, we will not provide your information to third parties.

(5) Security of your personal data

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password.

(6) Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our websites. You should check this link occasionally to ensure you are happy with any changes.

We may also notify you of changes to our privacy policy by email.

(7) Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee (currently fixed at \$33.00 AUD).

You may instruct us not to process your personal data for marketing purposes by email at any time. (In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes.)

(8) Third party websites

The websites contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

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(9) Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

If you wish to have your account removed, please contact us from the email address associated with your account, and we will comply with your request within 30-days.

(10) Contact

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to

mike@bestexhaust.com.au

or by post to:

Suite 174, M Centre,
11 Palmerston Lane,
Manuka ACT 2603
Australia

(11) Data controller

The data controller responsible for our websites is Best Exhaust Pty Ltd.