

PRIVACY POLICY

Privacy Amendment (Enhancing Privacy Protection) Act 2012.



Polyline Industries
Tough Plastics Fabrication

Inspired Living Developments Pty Ltd atf JD Family Trust t/a Polyline Industries ("Polyline"), of 55 Cutler Road, Jandakot, Western Australia, 6164, takes its privacy obligations seriously and is committed to protecting your personal information in accordance with the *Privacy Act 1988* (Cth) ("**Privacy Act**"), the Australian Privacy Principles set out in the *Privacy Act* ("**APPs**"), the Credit Reporting Privacy Code (CR Code), and this Privacy Policy ("**Privacy Policy**"). Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it.

Who We Are

Polyline ("We", "Us") is a manufacturing business specialising in the fabrication of tough plastics in Australia, servicing Worldwide.

Where this Privacy Policy Applies

Polyline's business activities, to which this Privacy Policy applies, include but are not limited to:

- Any activities with you or any other third party, at any physical location with a member of the Polyline staff ("staff member"). This can include a Polyline branch or other location.
- Any use by you of the www.polyline.com.au website.
- When you communicate with Polyline, or any representative, staff member, or agent acting for us via:
 - Telephone;
 - Mail;
 - SMS;
 - Fax;
 - Email;
 - In person;
 - Website contact forms;
 - Marketing forms;
 - Surveys;
 - Promotions;
 - Subscriptions;
 - Competitions;
 - An Event or Expo we were attending or presenting at;
 - Social Media instant message, comment, "share" or other content;
 - Review on a third-party website or "app store" or other electronic environment;
- When you apply for a credit account with Polyline;
- When you request a Quote or Request for Offer ("RFO");
- When you purchase, or make an offer to purchase, goods or services from Polyline;
- When you sell, or make an offer to sell goods to Polyline;
- When you respond to any communication initiated by Polyline;
- Choose to subscribe to any of our newsletters;
- Contact us for technical support;
- Make an application for prospective employment and contracting opportunities with us, or for us;
- When you do any other business with Polyline.

We will comply with the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, *The Privacy and Other Legislation Amendment Act 2024 (Cth)* the *Privacy and Other Legislation Amendment Act 2024 (Cth)*, which amend the *Privacy Act 1988* (Cth), and the Australian Privacy Principles contained in the Act as well as the Credit Reporting Privacy Code (CR Code) and are committed to protecting personal information (including credit information and credit eligibility information) we may hold at any time in respect of any individual, in accordance with those requirements.

What personal information we may, or potentially may collect

In order to do business, we may need to legitimately collect personal information from you, your agents, staff members, or any representative, or relevant third parties. It may be that we cannot do business with you or offer all our products or services, or to their full potential without this information.

Defining your personal information

"Personal Information" means information or an opinion, whether true or not, that allows someone to identify or contact you, as well as any other non-public information about you that is associated with or linked to any of the following, and can include, for example, but is not limited to:

- Name;
- Address;
- Postal Address;
- Birth date;
- Phone/Fax numbers;
- Email address;
- Tax File Number;
- Australian Business Number;
- Superannuation Member Number and Identifiers;
- Social Media "Usernames";
- IP addresses of any internet connection;
- Log files;
- Data collected in Cookies, via our website;
- IEME Numbers;
- WiFi SSIDs;
- Hardware MAC Address;
- Operating system version;
- Settings and specifications of any device you use to access our electronic services;
- Credit information including credit applications you have made and repayment history;
- Financial information provided by you;
- Trade references provided by you;
- Credit reporting information provided by credit reporting agencies;
- Credit reporting information provided by a Government Agency, or their representative;
- Medical, Legal or Financial information provided by third parties;
- Logins and Passwords you set when you use any of our services that require you to set a password;
- Third parties you have done business with such as when we ask for a proof of purchase of one of our products, when you have purchased it through an agent.

PRIVACY POLICY

Privacy Amendment (Enhancing Privacy Protection) Act 2012.



Polyline Industries
Tough Plastics Fabrication

Depending on your interactions with us (for example, online, offline, over the phone, etc.) we may process different data about you. We may collect your data, for example, when you visit or use our websites, Apps or our social media channels, subscribe to our newsletters, our customer support, participate in our competitions, promotions, surveys, and marketing campaigns or otherwise interact with us. Unless it is impractical to do so or otherwise required by law, you have the right to not identify yourself or use a pseudonym. However, this may restrict our ability to deal with you and provide our goods and services to you.

Use of your Personal Information

We may use and disclose your personal information when conducting business activities including, but not limited to:

- Administration purposes;
- Business Development purposes;
- Sales purposes;
- Employment purposes;
- Contracting your services;
- To manage the health, safety and wellbeing of you, our workforce, our site, equipment and locations;
- Confirming your identity or authority to engage with us on behalf of another person or business;
- Providing you with our Goods or Services;
- Marketing Communications or any other activities;
- Offering access to “user only” or “access via login” services;
- Customer account databases;
- Credit account applications;
- Business analysis activities;
- Technical support;
- Fault investigations;
- Warranty claims;
- Electronic or physical security investigations;
- Our internal management needs;
- Responding to any enquiries or comments that you have submitted to us;
- Any other use as required or authorised by law or to comply with our legal and regulatory obligations.

How your Information is Shared

We may share your personal information when conducting or administering business activities, and you consent to us, and any third party acting on our behalf, doing so, including, but not limited to:

- Internally with our authorised employees or contractors;
- Interactions with third parties, as permitted or by law, or as required to complete business administration or operational tasks;
- A credit agency;
- An agent acting on our behalf for the sale, installation, repair, service, removal, advice for any of our products;
- Any marketing agency acting on our behalf;
- Third parties operating online databases;
- Law enforcement agencies;
- Lawyers/legal advisors;
- Insurers, finance companies or accountants;
- Any third party you have consented us to share your personal information with.

Security

Polyline takes all reasonable steps to protect your personal information against unauthorised access, modification, misuse, disclosure or loss. Depending on current technology, the costs of the implementation, and the nature of the data to be protected, we employ technical and organisation measures designed to prevent against risks such as physical restrictions, secure servers, encryption, authentication, firewalls and password protection for accessing electronic IT systems. If you provide paper-based documentation, we may retain the paper documents in addition to savings copies on an electronic format.

Please be aware that no security measures are perfect or impenetrable. We cannot guarantee that information about you will not be accessed, viewed, disclosed, altered, or destroyed by breach of any of our administrative, physical, and electronic safeguards, subject to requirements under applicable law to ensure or warrant information security. You acknowledge and agree that you provide your Personal Information at your own risk.

We will make any legally required disclosures of any breach of the security, confidentiality, or integrity of your unencrypted, electronically stored Personal Information to you via Email or conspicuous posting on our website in the most expedient time possible and without unreasonable delay, consistent with:

- the legitimate needs of law enforcement, or;
- any measures necessary to determine the scope of the breach and restore the reasonable integrity of the data system, and any other disclosures that may be required under applicable law.

Disclosure Overseas

Polyline may send, and store, your personal information to, or with, service providers, or other third parties, who store or save information for us outside Australia, such as cloud storage products, or provide technology products and services to us, where we reasonably believe that the overseas recipient is subject to laws that protect the information in similar ways to the APPs.

Children

Polyline does not knowingly collect or maintain Personal Information from or about children under the age of eighteen (18). If you are under the age of eighteen (18), please do not use any of our Services at any time nor in any manner. If we learn that Personal Information of persons under eighteen (18) years of age has been collected on or through our Services, then we may deactivate the service and/or make the user content inaccessible. If you find that we have Personal Information about anyone below eighteen (18) years of age, please inform us at sales@polyline.com.au.

Changes

Polyline reserves the right to change this Privacy Policy at any time without notice.

Complaints

If you have any queries, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our office via email to piaccounts@polyline.au or call us on +61 8 9414 1535.

If you are not satisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

GPO Box 5288, Sydney, NSW, 2001

Email: enquiries@oaic.gov.au

Phone: 1300 363 992