

Privacy Policy

SUZUKI AUSTRALIA PTY LIMITED

ACN 001 828 164 ABN 57 001 828 164

This Privacy Policy applies to all dealings Suzuki Australia Pty Limited ("Suzuki Australia") may have with your personal information and explains how Suzuki Australia complies with the *Privacy Act 1988*.

1. What information does Suzuki Australia collect?

1.1 This Privacy Policy applies to all instances in which Suzuki Australia collects and manages personal information, including through:

- (a) the Suzuki website owned and operated by Suzuki Australia;
- (b) the SuzukiNet extranet owned and operated by Suzuki Australia;
- (c) the Suzuki On Line extranet owned and operated by Suzuki Australia;
- (d) employee applications;
- (e) franchising applications;
- (f) third party service providers;
- (g) retail delivery advices;
- (h) information on dispatch notices;
- (i) purchases of vehicles via franchises and dealerships.

1.2 Personal information is any information that discloses the identity of an individual, or the identity of the individual is reasonably ascertainable from the information.

1.3 Please note that employee information is exempt from the *Privacy Act 1988*.

1.4 Under the *Privacy Act 1988*, certain types of personal information are regarded as sensitive and must be treated with a higher standard of care. This includes information relating to health, religious beliefs and criminal records. Suzuki Australia does not normally collect this kind of information.

1.5 Most of Suzuki Australia's relationships are with existing and potential vehicle purchasers. Our records about these contracts will generally include contract details, transactions with Suzuki Australia including warranty and registration information, and information about their interest in our products.

2. How we handle personal information that belongs to clients

2.1 Many parts of our business handle personal information that has been collected from various sources. For example:

- (a) receipt of employees applications from applicants;
- (b) receipt of franchise applications from applicants;
- (c) collection of information from current or potential client's through the Suzuki website and/or Suzuki On Line. Suzuki Australia may arrange for information on future products to be mailed to those clients;
- (d) collection of personal information by the Franchisees and Dealers on behalf of Suzuki Australia, being personal information obtained for the purpose of effecting vehicle registration, product recall, placing orders for Suzuki parts and merchandise, motorcycles or motor vehicles,

or processing claims throughout the warranty period, and maintaining vehicle history throughout the warranty period ("together the Primary Purpose"). Information collected in this manner is posted on Suzuki On Line, where it is accessible by Franchisees and Dealers for the Primary Purpose.

- 2.2 In handling personal information, we only process it for the purpose of providing the services requested or for the Primary Purpose unless we specify that it will be used for other purposes. This is usually set out in agreements or communications with our clients. We do not use or retain it for any purpose other than the delivery of the service or for the Primary Purpose (other than for auditing or legal reasons) unless specified.

3. **How we handle employee applications**

- 3.1 We request applicants send only copies of their resumes to Suzuki Australia for consideration, as resumes will not be returned.
- 3.2 All resumes of non-successful applicants will be destroyed.

4. **Using and disclosing your personal information**

- 4.1 Your personal information is protected so that only those employees with a business requirement to have access to this personal information will be granted access.
- 4.2 Suzuki Australia generally explains how it will use or disclose personal information at the time it collects the information. In addition, personal information may be disclosed when:
- (a) required by law;
 - (b) we believe it necessary to provide you with a service that you have requested;
 - (c) it is necessary to implement our terms of service;
 - (d) it is necessary to protect the rights, property or personal safety of another Suzuki Australia client any member of the public or Suzuki Australia; *or*
 - (e) the assets and operations of the business are transferred to another party as a going concern.

5. **Service providers**

- 5.1 Like most large organisations, we use a range of service providers to help us maximise the quality and efficiency of our services and our business operations. This means that individuals and organisations outside of Suzuki Australia such as our franchise and dealer operations, roadside assistance service providers and mailhouses will sometimes have access to personal information held by Suzuki Australia and may use it on behalf of Suzuki Australia. We require our service providers to adhere to strict privacy guidelines and not to keep this information or use it for any unauthorised purposes.

6. **Marketing communications**

- 6.1 Like most businesses, marketing is important to Suzuki Australia's continued success. We believe we have a unique range of products that we provide to customers. We therefore like to stay in touch with clients and let them know about new products, as well as using contact lists to promote these new products.
- 6.2 In the event that demographic information is collected from our clients or potential clients, it is de-personalised and used for internal information purposes only.
- 6.3 When you provide your personal information to Suzuki Australia, we will ask you to choose as to whether or not you wish to receive further information about promotions and other products. We also send promotional information to other people who are not Suzuki Australia clients as they may request

to introduce them to our products. If a person indicates to us that they do not wish to receive this information, we will not send further communications to them.

- 6.4 Individuals are always welcome to accept or decline communications from Suzuki Australia. At any time a person may opt-out of receiving communications. If you are receiving promotional information about Suzuki Australia you do not wish to receive, you may remove your name from our list by contacting the Suzuki Australia Privacy Officer, on e-mail at mailto:privacy_officer@suzuki.com.au, asking to be removed from our mailing list. Please allow 28 days for this request to be processed.

7. You can access the information we keep about you

- 7.1 The *Privacy Act* sets out the rights that you have as an individual to see any personal information that Suzuki Australia may have concerning you. If you would like to:

- (a) see your personal information;
- (b) change any inaccurate or out of date personal information;
- (c) have your personal information deleted

please contact us by contacting the Privacy Officer in the manner described in clause 6 above.

- 7.2 Our file of your information will be made available to you within 14 days. In some cases we may need to impose a charge for providing access to personal information to reflect the cost of collating this information and providing it to you.

8. Deleting the information we have about you

- 8.1 If you wish to have your personal information deleted, please contact the Privacy Officer in the manner described in clause 6 above, and we will take all reasonable steps to delete it unless we need to keep it for legal reasons. Occasionally, information that a persons requests to be removed will be retained in certain files in order to resolve disputes or for auditing purposes. In addition, information is never completely removed from our databases due to technical and legal constraints, including stored "back up" systems. Therefore, individuals should not expect that all of their personally identifiable information will be completely removed from our databases in response to their requests.

9. Storage and security of your personal information

- 9.1 Suzuki Australia understands the importance of information security. Suzuki Australia will endeavour to take all reasonable steps to keep Customer information secure. Customer information is stored on secure services that are protected in controlled facilities. In addition, our employees and data processors are obliged to respect the confidentiality of any personal information held by Suzuki Australia.

- 9.2 Unfortunately, no information security system over the internet can be guaranteed to be 100% secure, so we cannot give an absolute assurance that the information you provide to us will be secure at all times. We do however regularly review our security practices to minimise the possibility of any unauthorised access to personal information or other confidential information.

- 9.3 Please note that Suzuki Australia may use other facilities, either owned by Suzuki Australia or a third party service provider, to process or back up its information, which may be located outside Australia. In this instance that information is transferred overseas, the overseas entity will contractually be bound to strict obligations as contained in this Privacy Policy.

10. Our website

- 10.1 Suzuki Australia takes steps to ensure that your personal information is treated securely and in accordance with this Privacy Policy. Unfortunately, no data transmission over the internet can be guaranteed secure. As a result, while we strive to protect your personal information, we cannot

guarantee the security of any information you transmit to us or from our website, and you use our website at your own risk.

10.2 Through the website and extranet sites, Suzuki Australia may gather and process the following information:

- (a) personal information provided by the user in accessing the website or extranet or services provided on the website or extranet; and
- (b) the manner of use of the website and extranet including information obtained through the use of "cookies."

10.3 Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes. Suzuki Australia uses cookies to make your use of its website and extranet as convenient as possible. Cookies do not personally identify users, although they do identify a user's browser. If you do not wish to receive cookies you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of the services offered by the website or extranet.

11. **Suzuki Australia and links to other websites**

11.1 Suzuki Australia may provide links to websites outside of the Suzuki Australia business. These linked sites are not under the control of Suzuki Australia and we are not responsible for the conduct of companies linked to our website. Before disclosing your personal information on any other website we suggest that you examine the terms and conditions of those websites.

12. **What to do if you have a problem or question**

12.1 If Suzuki Australia becomes aware of any ongoing concerns or problems relating to privacy and our business, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact our Privacy Officer in the manner described in clause 6 above.

13. **Future changes**

13.1 From time to time, the *Privacy Policy* will be reviewed and may be revised. Suzuki Australia reserves the right to change the *Privacy Policy* at any time. Any such changes will be communicated internally via the Dealer Bulletin, and externally through the updated Privacy Policy being posted to the Suzuki Australia website at that time.

13.2 The amended Privacy will apply between us whether or not we have given you specific notice of any change.