

## **E-Stralian Privacy Policy**

E-stralian Pty Ltd is committed to providing you quality services regarding e-bike novated leasing. Our Privacy Policy, in accordance with the *Privacy Act 1988* (Cth) (the “Privacy Act”) and the Australian Privacy Principles contained therein, outlines how we collect, hold, use and manage your personal information. We aim to ensure that your rights related to your private information are protected and that all the content you submit is secure.

Please read our Privacy Policy carefully before using this website. By using the website, you agree to be bound by our Privacy Policy. E-Stralian Pty Ltd reserves the right to modify the Privacy Policy at any time and your continued use of the website thereafter will constitute an agreement with such modifications. Therefore, please revisit this page periodically to stay aware of any changes to this Policy, which we may update from time to time.

### **1. What kind of information we collect and how we collect it**

#### **a. User- provided personal information**

While using our services (by ordering a transaction, submitting relevant forms, sending us requests related to customer service etc.), you may provide and we may collect “personal information,” such as your name, email address, date of birth, location, mobile phone number, other contact details, credit card or other billing information, and, in general, information that identifies a specific individual. We will not ask or collect any sensitive personal data (details about your ethnicity, race, religious beliefs, health or criminal records etc.).

Any information collected is used solely for internal purposes. We will not share personally identifiable information with third parties unless the person who has submitted the information has authorized us to do so, or if we are required to by law. E-Stralian Pty Ltd maintains the privacy of its online visitors, and customers. E-Stralian Pty Ltd does not collect personally identifiable information from individuals or companies unless they provide voluntarily.

#### **b. Cookies**

Except from the personal information you provide to us while using our services, we may receive information sent to us by your web browser. We may send “cookies” to your device. Cookies make it possible for a website to authenticate a user logging in to the website, restore the preferences of returning users, track online purchases or work interactively to personalize the customer's experience. In any case, any cookies sent will be in compliance with the Privacy Act and any associated regulation, and may store only user-provided information (but not personal or identifying an individual).

Please note that if you choose to customize the settings that allow you to control the presence of cookies on your device (e.g. if you delete, or choose not to accept cookies), you may not be able to utilize the features of our website to their fullest potential.

**c. Location**

We may also obtain information about your physical location, such as the use of GPS and other geolocation features in your device.

**d. Tracking Visits**

We check to see who is visiting our website and review this information for trends and statistics, but we do not keep specific details.

**2. How we use the collected information**

- a. We may use the information that we collect to operate and maintain the provided services that you have requested, to process the transactions and to manage securely the billing and delivery of services;
- b. We may use the information that we collect to enhance the quality and functionality of our services, to understand the usage trends and to develop new services and products based on the preferences of our customers and tailored to satisfy their needs;
- c. We may use the contact information that we collect to communicate with you for customer service related purposes, to provide you support (such as customized product and service information) while you are using our services and products, to inform you about promotions, offers and rewards relating to our services and products;
- d. We may use cookie information and location information to enhance your experience while using our website, by:
  - improving and/or customizing the content and the design of our website ;
  - personalizing our services;
  - authenticating you as a customer and verifying your identity when you log in so that when you return to our website the information provided will be remembered and you won't have to re-enter it;
  - monitoring your transactions, the forms you have submitted and your activities on the website;
  - monitoring website usage metrics (e.g., number of visitors)

**3. How we store the collected information**

We value your trust and, in compliance with The Privacy Act regulation, we take all reasonable safety measures designed to ensure that your personal information is

secure against misuse, loss, unauthorized access, modification or disclosure. Your information may be stored in both hard copy and electronic forms.

However, please be aware that, since no security measures are impenetrable, we cannot guarantee or be held responsible for breaches or circumventions of our physical or technical safety measures in circumstances that are reasonably out of our control.

#### **4. When we disclose information**

Except as described in this Policy, we give access to personal information only when we are obliged to or allowed to do so by Australian law. We will not disclose your personal information without your consent. Keep in mind though, that the information you choose to submit in publicly accessible areas of the website will be available to anyone who has access to the website public content.

#### **5. Nature of Information**

The E-Stralian Pty Ltd website is intended for information purposes only. Nothing in the site is to be considered as either creating a contract or agreement between the reader and E-Stralian Pty Ltd or as rendering of legal advice for any specific matter. No client or other reader should act or refrain from acting on the basis of any information contained in the E-Stralian Pty Ltd website without seeking appropriate legal or other professional advice on the particular facts and circumstances at issue. E-Stralian Pty Ltd accepts no responsibility or liability for damages arising from the use of the information on the website.

#### **6. Copyright Notice**

The content of this website is subject to copyright protection. Reproduction of the content, or any part of it, other than informational and non-commercial use, is prohibited without prior consent from E-Stralian Pty Ltd.

#### **7. Links**

Websites to which this website is linked are for information purposes only and have not been reviewed by E-Stralian Pty Ltd. We accept no responsibility for the content of such websites, nor do we accept responsibility for any losses or damages incurred as a result of your use of any links or reliance on the content of any website to which this site is linked. Also, you may not link this website to any other website without our prior written consent.

#### **8. Changes to the website**

E-Stralian Pty Ltd reserves the right, at its discretion, to make changes to any part of the website. While E-Stralian Pty Ltd takes reasonable measures to keep the information on this website accurate, complete and up-to-date, E-Stralian Pty Ltd will not be

responsible for any damage or loss related to the inaccuracy, incompleteness or lack of timeliness of the information.

**9. How to Contact Us**

Should you have any questions or comments about our Privacy Policy please contact us, by email at: [ride@e-stralian.com.au](mailto:ride@e-stralian.com.au)