

Purpose:

Norbar Torque Tools (Australia) Pty Ltd (ABN: 64 007 938 927) is committed to providing you with the best possible customer service. We are bound by, and respect the rights of individuals relating to their personal information under the Privacy Act 1988 (Privacy Act). This document is our Privacy Policy and explains how we collect and manage your personal information.

What is Personal Information

When used in this Privacy Policy, the term “personal information” has the meaning given to that term in the Privacy Act. In general terms, it is any information that can be used to personally identify you. Examples of personal information include names, addresses, email addresses, and telephone numbers. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

We may collect the following types of personal information about you:

- A unique username and password;
- Name;
- Mailing, email, street or postal addresses;
- Telephone number;
- Profession, occupation or job title;
- Age or date of birth;
- Details of the products and services you have purchased from us or which you have enquired about, together with any additional information necessary to delivery those products and services and to respond to your enquiries;
- Information you provide to us through our service centres, customer surveys or visits by our representatives from time to time.

How do we collect and hold your personal information?

Generally we collect your personal information directly from you unless it is unreasonable or impracticable to do so.

We may collect personal information from you in various ways, including when you:

- Access or use our website;
- Register your details on our website;
- Have conversations with us and our representatives;
- Complete an application or purchase order;
- Order products from us;
- Contact us for information;
- Participate in surveys or research;
- Enter a promotion;
- Subscribe to our mailing lists;
- Submit a job application or accept employment with us.

We may also collect personal information from third parties including:

- Third party companies such as credit reporting bodies, law enforcement agencies and other government entities;
- Our related bodies corporate; and
- Norbar Authorized repairers

We may hold your personal information in either electronic or hard copy form (rare).

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and provide the best quality of customer service to you.

We collect, hold, use and disclose your personal information for the following purposes:

- To provide products and services to you;
- To answer enquiries and provide information or advice about existing and new products or services;
- To provide you with access to protected areas of our website;
- To keep you up-to-date with products, services, events and promotions that may be of particular interest to you;
- To conduct business processing functions, including providing personal information to our related bodies corporate, contractors, suppliers, service providers or other third parties;
- For training, employment or employment application purposes;
- For planning, product development or research purposes;
- To update our records and keep your contact details up to date;
- To send communications requested by you;
- To process and respond to any complaint made by you;
- To assess the performance of, and to improve the performance of our website;
- For the administrative, marketing (including direct marketing). Planning, product or service development, quality control and research purposes of Norbar Torque Tools Australia, its related bodies corporate or service providers; and
- To comply with any applicable law, rule or regulation or in cooperation with any governmental authority of any country (or political sub-division of a country).

To whom may we disclose your personal information

We may disclose your personal information to:

- Suppliers and other persons with whom we have a relationship, for business, marketing and related purposes;
- Any organisation for any authorised purpose with your express consent; and
- Our employees, distributors; related bodies corporate, contractors, service providers and other third parties for the purposes of operating our website or our business, fulfilling requests by you and to otherwise provide products and services to you. The third parties that we may disclose your personal information include, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors and professional advisors such as accountants, solicitors, business advisors and consultants used by our business.

We may occasionally hire other companies to provide services on our behalf, including but not limited to processing transactions and customer freight shipping. Those companies will most likely be located in New Zealand and Australia and will only receive from us the personal information they need to deliver their services to you on our behalf.

Do we disclose your personal information to anyone outside Australia or New Zealand?

We may disclose your personal information for some of the purposes listed above to entities located outside of Australia including:

- Our related bodies corporate, primarily located in the United Kingdom and United States of America;
- Other Norbar Distributors (owned by Snap On Inc.) based in Singapore, India, China and United States of America
- Suppliers that are likely to be located in United Kingdom or United States of America

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

Disclosure of personal information to auditing bodies

Norbar Torque Tools are certified to ISO9001 and ISO17025 standards. As such they are required to participate in audits conducted by certifying bodies. (The certifying bodies used for these standards are TQCSI and NATA respectively)

During such audits evidence supporting that the business meets required clauses of the standard is required to be produced and viewed. At no times is this evidence taken off the Company premises and customer's personal and confidential information is not identified in the audit report provided by the certifying body. Where any physical evidence is required by the auditing body any identifying information such as Company Name, Contact Name, Phone Number, Address, Pricing or credit information is removed so as not to be identifiable by the auditing company and any ensuing report.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- We may not be able to provide the requested products or services, either to the same standard or at all;
- You may not be able to access certain sections of our website;
- We may not be able to provide you with information about products or services that you may want, including information about our discounts, sales or special promotions; or
- We may be unable to tailor the content of our websites to your preferences and your experience of our website may not be as enjoyable or useful.

Our website and cookies

This privacy policy also applies when using our website. For each visitor to reach the website, we collect (through the use of a "cookie" as described below) the following non-personally identifiable information including but not limited to: browser type, version and language; operating system; pages viewed while browsing the website; page access times; and referring website address. When you access our website, we may send a "cookie" (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and collect some of the information referred to the above. The information we receive to gather this data is gained through Google Analytics. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at the website.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. Personal information is destroyed or de-identified when no longer needed or where we are no longer required by law to retain it (whichever is the later)

Our website uses SSL encryption via a Secure Certificate. No personal data is stored on the website.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Social networking services

We use social networking services such as Twitter, Facebook and YouTube to communicate with the public about our work. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for [Twitter](#), [Facebook](#) and [YouTube](#) (a Google company) on their websites.

Direct marketing materials

We may send you direct marketing communications and information about our products, services and up coming events that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, and email in accordance with applicable marketing laws, such as the Spam Act 2003. If you indicate a preference of a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see details below) or using the opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

How can you access and correct your personal information?

You have the right to access your personal information, subject to exceptions allowed by law. If you would like to do so please advise us. You may be required to put your request in writing for security reasons.

You may request information we hold about you at any time by contacting us (see details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete, or inaccurate, then you may request that we correct it. We will consider if the information requires the correction. If we do not agree that there are grounds for amendment then you may request that we add a note to the personal information stating that you disagree with it.

What is the process for complaining about a possible breach of privacy? How we will deal with complaints.

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

We will treat your requests or complaints confidentially and our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

If you are not satisfied with our handling of your complaint or our proposed resolution, you have a right to lodge a further complaint with the Office of the Australian Information Commissioner (for more information, please see www.oaic.gov.au) The Office of the Australian Information Commissioner can provide you with further information about the next steps in its complaints process.

Changes to this Privacy Policy

We reserve our right to make amendments to this Privacy Policy at any time for any reason, including in order to comply with any future amendments to the privacy Act. If you have objections to the Privacy Policy, you should not access or use our Website. Any updated versions of this privacy policy will be effective from the date of posting on our website.

This Privacy Policy was created on 24 July 2018 and reviewed by the organisation to be current on 5 March 2020.



Contacting us

We welcome your comments regarding this Privacy Policy. If you have any questions about our Privacy Policy, any concerns or a complaint regarding the treatment of your privacy, please use the contact link on our website or contact us using the details below:

Norbar Torque Tools
Ph: +61 8 8292 9777
E: norbar@norbar.com.au

Matt Packer
Managing Director

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