

PRIVACY POLICY FOG BANDIT ANZ

This is the privacy policy for Penta Services Australia Pty Ltd T/A Fog Bandit ANZ (“Fog Bandit ANZ”, “Fog Bandit”, “Bandit”, “we”, “us” or “our”).

1. Who are we & what do we do?

Bandit is an international company who manufactures security fogging device and its accessories, capable of protecting people, goods and property against burglary and robbery. The Bandit Fogging Systems were first designed & developed by the Belgium based manufacturer, Bandit nv/sa in 1992. The huge number of Bandit systems sold since then are still in service today.

Fog Bandit ANZ is the data controller responsible for your personal information processed via our website (“Site”) and services in Australia and New Zealand.

2. How to contact us?

If you have any questions about this Privacy Policy or want to exercise your rights set out in this Privacy Policy, please contact us by:

Fog Bandit ANZ
4/17 Welshpool Rd, St. James
WA 6163 - Australia

Phone: 1300 385 358

E-mail: security@banditanz.com

3. What type of personal data do we collect about you?

Personal data means any information that can be related to you. When you use our Site and service systems, such information is collected. This happens for example by accessing the content of our Site or if you sign up for our newsletter.

The personal data that we collect, and process can be categorized as follows:

- Your personal details, such as your name, e-mail address, physical address (if provided), phone number (if provided) and language.
- Your purchase information, such as your personal details as specified above, company name (if provided), your delivery information, such as delivery address, if different from physical address, your order information, such as product name, quantity, product name, stock keeping unit no. and product serial no., quantity, date of purchase and dealer information, your payment information and friend referral (if applicable).
- Requests for customer support and technical assistance, containing your personal details, as specified above, product serial number, product warranty information, place of purchase and other relevant information, which Fog Bandit may inquire in order to proceed with your request.
- Your behaviour information collected via use of cookies and similar technologies like pixels, tags and other identifiers in order to remember your preferences, to understand how our Sites are used and to customize our marketing offerings.

Furthermore, we adhere to the following principles when processing your personal data:

- We will only collect personal data for specified and legitimate purposes.
- We will not collect personal data beyond what is necessary to accomplish our purposes.
- We will not use personal data for purposes other than that for which the data was collected.
- We will not transfer personal data to third parties, except with prior consent.
- We will do our best to ensure that information is up to date by encouraging you to verify your personal data periodically.
- We will maintain appropriate technical and organizational measures to protect your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access and against all other unlawful forms of processing.
- Except when stated herein, we will not store personal data longer than is necessary to accomplish the purpose for which the data were collected or for which they are further processed, or as is required by law.

4. How do we use your personal data?

We may use your information for the following purposes:

- **Fulfilment of Services**

We collect and maintain personal information that you voluntarily submit to us during your use of the Site and/or our services to enable us to perform the services. Please note also that our Terms of Sales apply when we provide the services.

- **Business administration & legal compliance**

We use your personal information for the following business administration and legal compliance purposes:

- to comply with our legal obligations (including any Know Your Client or Anti-Money Laundering or Anti-Bribery, conflicts or similar obligations including, but without limitation, maintaining regulatory insurance);
- to enforce our legal rights;
- to protect the rights of third parties; and
- in connection with a business transaction such as a merger, or a restructuring, or sale.

- **Marketing communications**

We carry out the following marketing activities using your personal information:

- Postal marketing
- E-mail marketing
- Telephone marketing

We use information that we observe about you from your interactions with our Site, our email communications to you and/or with services (see the Client Insight and Analysis section below for more details of the information collected and how it is collected) to send you marketing communications.

- **Client insight & analysis**

We analyse your contact details with other personal information that we observe about you from your interactions with our Site, our email communications to you and/or with our services such as the services you have viewed and used.

Our web pages contain “cookies” “web beacons” or “pixel tags” (“Tags”). Tags allow us to track receipt of an email to you, to count users that have visited a web page or opened an email and collect other types of aggregate information. Once you click on an email that contains a Tag, your contact information may subsequently be cross-referenced to the source email and the relevant Tag.

In some of our email messages, we use a “click-through URL” linked to certain Site administered by us..

By using this information, we are able to measure the effectiveness of our content and how visitors use our Site and our services. This allows us to learn what pages of our Site are most attractive to our visitors, which parts of our Site are the most interesting and what kind of offers our registered users like to see.

We also use this information for marketing purposes (see the marketing section above for further details).

5. Our legal basis

We process your personal information on the basis of one of the following reasons: (1) You have given us your consent for us to process your personal data, (2) to perform our obligations in accordance with any contract that we may have with you, (3) it is in our legitimate interest or a third parties legitimate interest to use personal information in such a way to ensure that we provide the services in the best way that we can, and/or (4) it is our legal obligation to use your personal information to comply with any legal obligations imposed upon us.

6. Third party contractors & other controllers

We do not sell your personal data or share the said data with third parties, except to the extent stated in this Privacy Policy. We may disclose your personal data to third parties to the extent required by law, court order or a decision rendered by a competent public authority and for the purpose of law enforcement. In addition, we may share your personal data with the following third parties:

- Third party vendors carrying out services on our behalf, including billing, sales, marketing, IT support, advertising, analytics, research, customer service, product service support, shipping and purchase order fulfillment, data storage, validation, security, fraud prevention,

payment processing, and legal services. Such third-party vendors have access to perform these services but are prohibited from using your personal data for other purposes.

- Other third parties subject to your consent when we disclose your personal data to a third party, we take all reasonable steps to ensure that those third parties are bound by confidentiality and privacy obligations with respect to the protection of your personal data. The disclosure is conducted in compliance with legal requirements, including entering into data processing agreements with the relevant third parties to ensure that personal data is only processed in accordance with our instructions, applicable law and regulations and for the purpose specified by us and to ensure adequate security measures.

7. Retention of your personal data

We retain your information for no longer than necessary for the purposes for which it is collected. The length of time for which we retain information depends on the purposes for which we collect and use it.

Personal data related to your purchase and product warranty information is kept and processed for a period of minimum five (5) years from the date of purchase, unless you have obtained extended warranty period, or such data is legitimately processed for other purposes, such as providing you with personal benefits or customized direct marketing upon your consent or for pursuing our legal claims, where maintaining such information is considered necessary.

Personal data related to our provision of direct marketing to you is kept and processed for a period of minimum three (3) years from the date you last have been active in opening our marketing communication or otherwise showing interest in such communication.

Personal data related to your use of our service system and product software update(s) is kept and processed for a period of minimum three (3) years from the date you last have been active.

Relevant personal information will be deleted after expiry of the above-mentioned periods, unless such data legitimately can be kept and processed for other processing purposes, which we have legal basis for.

8. What are your rights regarding your personal data

You have the following rights in relation to the personal information we hold about you; Your right of access, your right to rectification, your right to erasure, your right to restrict processing, your right to data portability, your right to object, your right to withdraw your consent.

If you wish to make use of your rights, please contact us at security@banditanz.com.

9. Changes to this Privacy Policy

We may make changes to or update this Privacy Policy. To ensure that you are always aware of how we use your personal information we will update this Privacy Policy from time to time to reflect any changes to our use of your personal information. We may also make changes as required to comply with modifications in applicable law or regulatory requirements. Where it is practicable, we may notify you by email of any significant changes. However, we encourage you to review this Privacy Policy periodically to be informed of how we use your personal information.