

Privacy Policy

OHBEEHAVE

1. We respect your privacy

- 1.1. Yellow Wellies Pty Ltd ACN 609 099 550 (**OHBEEHAVE** or **we**) respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the *Privacy Act* 1988 (Cth) (**Privacy Act**).
- 1.2. The Privacy Act defines "personal Information" to mean any information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - a) whether the information or opinion is true or not; and
 - b) whether the information or opinion is recorded in a material form or not.
- 1.3. This Privacy Policy sets out how we collect and treat your personal information.

2. Collection of personal information

- 2.1. OHBEEHAVE will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.
- 2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order.
- 2.3. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.
- 2.4. Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

- 3.1. As much as possible or unless provided otherwise in this Privacy Policy or a notification, OHBEEHAVE collects your personal information directly from you.
- 3.2. OHBEEHAVE collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you.
- 3.3. Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information OHBEEHAVE requires in order to provide products or services to you, we may be unable to provide products or services to you in an

effective manner, or at all.

- 3.4. We may receive personal information about you from other sources, such as:
- competitions
 - from third parties; or
 - publically available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, and social media platforms (such as Facebook, Twitter, Google, Instagram etc).

If we do, we will protect it as set out in this Policy.

4. Unsolicited personal information

- 4.1. If OHBEEHAVE collects personal information from you, or a third party, in circumstances where we have not requested or solicited that information (known as unsolicited information), and we determine (in our absolute discretion) that the personal information is not required, we will destroy the information or ensure that the information is de-identified.

5. Use of your personal information

- 5.1. OHBEEHAVE may use personal information collected from you to provide you with information, updates and our services.
- 5.2. In particular, we will use your personal information for purposes including:
- a) Identity verification: if required, the verification of your identity.
 - b) Services: the provision of our services to you including:
 - I) Using your personal information in order for you to use the products and services offered.
 - II) Payment processing, including charging, credit card authorisation, verification and debt collection.
 - III) To provide customer service functions, including handling customer enquiries and complaints.
 - c) Marketing: To make you aware of new and additional products, services and opportunities available to you, and to improve our products and services and better understand your needs.
 - d) General administrative and security use:
 - I) To protect OHBEEHAVE's websites from security threats, fraud or other criminal activities.
 - II) The use for the administration and management of OHBEEHAVE and the OHBEEHAVE.com.au website.
 - III) The maintenance and development of our products and services, business systems and infrastructure.
 - IV) In connection with the sale of all or any part of the OHBEEHAVE business or company.
 - V) To provide customer services to clients and for quality assurance

purposes.

- 5.3. OHBEEHAVE may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

6. Disclosure of your personal information

- 6.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.
- 6.2. We may from time to time need to use or disclose your personal information and in doing so we are not required to seek your additional consent:
- a) when it is disclosed or used for a purpose related to the primary purposes for which it was collected and you would reasonably expect your personal information to be used or disclosed for such an additional purpose;
 - b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
 - c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
 - d) if it is required or authorised by law.
- 6.3. We may also use or disclose your personal information to protect the copyright, trademarks, legal rights, property or safety of OHBEEHAVE, www.ohbeehave.com.au, its customers or third parties.
- 6.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia, including but not limited to the United States where we utilise third party service providers to assist OHBEEHAVE with providing our goods and services to you. Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.
- 6.5. As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.
- 6.6. In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist OHBEEHAVE with providing our products and services to you.
- 6.7. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed

to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

- 6.8. By providing us with personal information, you expressly agree and consent to the terms of this Policy and the types of use, disclosure, transfer, storing or processing of your personal information, including outside of Australia. Where we disclose your personal information to third parties, we will take reasonable steps to ensure the third party is aware of the provisions of this Privacy Policy regarding handling your personal information.

7. Security of your personal information

- 7.1. OHBEEHAVE is committed to ensuring that the information you provide to us is secure. We have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 7.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Policy.

8. Accuracy of your personal information

- 8.1. The accuracy of personal information depends largely on the information you provide to us, so we recommend that you:
- a) let us know if there are any errors in your personal information; and
 - b) keep us up-to-date with changes to your personal information (such as your name or address).
- 8.2. We provide information about how you can access and correct your information in section 9.

9. Access to your personal information

- 9.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act. A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@ohbeehave.com.au.
- 9.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

10. Communications opt-out

- 10.1. If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your

personal information will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

11. Anonymity and pseudo-anonymity

- 11.1. To the extent practicable and reasonable, we will endeavour to provide you with the option of dealing with OHBEEHAVE on an anonymous basis or through the use of a pseudonym. However, there may be circumstances in which it is no longer practicable for OHBEEHAVE to correspond with you in this manner and your personal information may be required in order to provide you with our products and services or to resolve any issue you may have.

12. Complaints about privacy

- 12.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to C/- Maroo Advisory, 62 Farmer Street, North Perth, WA 6006, Australia. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.
- 12.2. In order to resolve a complaint, we:
- a) will liaise with you to identify and define the nature and cause of the complaint;
 - b) may request that you provide the details of the complaint in writing;
 - c) will keep you informed of the likely time within which we will respond to your complaint; and
 - d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.
- 12.3. We will keep a record of the complaint and any action taken in a Register of Complaints.

13. Changes to Privacy Policy

- 13.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Privacy Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.
- 13.2. If you do not agree to our continued use of your personal information due to the changes in our Privacy Policy, please cease providing us with your personal information and contact us via the details set out at the top of this document.

14. Website

- 14.1. *When you visit our website*

When you come to our website (www.ohbeehave.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you

personally. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

14.2. *Cookies*

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. However, in some cases, cookies may enable us to aggregate certain information with other personal information we collect and hold about you. OHBEEHAVE extends the same privacy protection to your personal information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

14.3. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

14.4. *Third party sites*

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that OHBEEHAVE is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

27 October 2016