

Privacy Policy

We may revise this Privacy Policy from time to time by updating this page. The revised Privacy Policy will take effect when it is posted on our website.

We refer throughout this Privacy Policy to 'personal information' which means information which identifies you as an individual or from which you can reasonably be identified. Your name, email, address, telephone numbers are all examples of 'personal information'.

Your personal information is important to us.

We are subject to the requirements of the *Privacy Act 1988 (Cth)*.

We respect the importance of your privacy, and that you have a right to make your own choices about how your personal information is collected and used. We know that when you provide personal information to us you are showing your trust and we take that seriously.

You have no obligation to provide any information requested by us. However, if you choose to withhold your personal information, we may not be able to provide you with the Services or products that depend on the collection and use of that information.

How and what personal information do we collect

We collect your personal information for promotions and competitions either directly from you through our website or from completed competition forms (hard copy)..

The types of personal information we collect includes:

- your name, phone number and email address;
- information about your use of or access to engine powered devices
- If you own or work within a business that uses oils or lubes.

The purposes for which we collect, hold, use and disclose your personal information

(a) Primary purpose for collecting your personal information

To contact you if you win a prize associated with a promotion or competition.

(b) Use and disclosure of your personal information

We may also use your personal information to send you marketing information and advertisements about products and Services which we think are likely to be of interest to you. If you wish to opt out of receiving any further marketing or advertising material from us, please email us at http://www.penriteoil@penriteoil.com, or click "unsubscribe" at the bottom of the email messages we send you.

From time to time, Penrite conducts competition on its website or facebook page. When we run these competitions, we may also give you the choice of being on a mailing list to receive further contact from us.

We will not disclose or share your personal information with a third party without your consent, unless:

- required by the law;
- we believe on reasonable grounds that disclosure is required to prevent or lessen significant risk to the life or physical, mental or emotional health of the consumer or another person;
- we take appropriate action in relation to a reasonable suspicion of unlawful activity, or misconduct of a serious nature, that relates to our functions or activities;
- disclosure is required to assist any entity, body or person to locate a person who has been reported as missing;
- disclosure is made for the purpose of establishing, exercising or defending a legal or equitable claim; or
- disclosure is made for the purposes of a confidential alternative dispute resolution process.

Our use of cookies on our website

Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes. Most web browsers are set to accept cookies. Penrite uses cookies to make your use of our website and Services as convenient as possible.

We use Google Analytics (including Google Remarketing) which uses both first party and third-

party cookies to record standard internet traffic information such as when, and how many times, you have visited our site. We and some third parties (including Google) also use the information from the cookies to optimize ad selection for groups of individuals based on age, gender, interests and past visits to our site. The cookies also allow us and other third parties to evaluate your interactions with ad services on our site. We have enabled Google Analytics for Display Advertising which allows Google and other third parties to advertise to you on our site, you can opt out of this feature through Google Ads Settings.

Importantly, we do not combine the anonymous information collected through Google Analytics with personally identifiable information.

If you do not wish to receive any cookies you may set your browser to refuse cookies. However, this will mean you will not be able to take full advantage of the Penrite website.

Storage and security of your personal information

We take all reasonable steps to protect all of the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. For example, access to your personal information is restricted within Penrite to employees who have specific authorisation to access such information.

We continually endeavour to improve our security safeguards. However, no data transmission over the internet is guaranteed to be perfectly secure, so we cannot absolutely promise that the information you provide to us using the internet will always be totally secure.

What to do if you wish to make a complaint or have a query

If you wish to make a complaint about the way in which we handle your personal information, or would like to access or correct your personal information, please write to Customer Service, Penrite Oil Company 88 Lewis Road Wantirna VIC 3152 or complete the Contact Us form on our website <http://www.penriteoil.com.au/contact.php>.