Privacy policy Piab Lifting Automation Australia Pty Ltd

We are bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). This policy explains how and why we collect, use, hold and disclose your personal information.

"We", "us" and "our" means Piab Lifting Automation Australia Pty Ltd (ACN 660 851 114) of PO Box 5546, Manly, 4179, QLD, Australia.

You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

What is personal information?

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

What personal information do we collect and hold?

We collect information about you and your interactions with us, for example, when you purchase or use any of our products or services, call us or otherwise visit our website. The information we collect from you may include your identity and contact details, your history of purchases and use of our products and services and details of enquiries or complaints you make.

We may collect information about how you access, use and interact with the website. We do this by using a range of tools such as GA4. This information may include:

(a)   the location from which you have come to the site and the pages you have visited; and

(b)   technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language and operating system; and

(c)   information related to social networks and social media accounts.

We use cookies on the website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to the website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

Please see the list of cookies we use at Schedule 1.

Why do we collect, hold and use your personal information?

We collect, hold and use your personal information so that we can:

(a)   provide you with products and services, and manage our relationship with you;

(b)   contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;

(c)   developing and growing our business and services (such as identifying client needs and improvements in service delivery);

(d)   maintaining, administering and managing our website and systems and applications;

(e)   comply with our legal obligations and assist government and law enforcement agencies or regulators; or

(f)   identify and tell you about other products or services that we think may be of interest to you.

If you do not provide us with your personal information, we may not be able to provide you with our services, communicate with you or respond to your enquiries.

How do we collect your personal information?

We will collect your personal information directly from you whenever you interact with us.

How do we store and hold personal information?

We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

(a)   the use of identity and access management technologies to control access to systems on which information is processed and stored;

(b)   requiring all employees to comply with internal information security policies and keep information secure;

(c)   requiring all employees to complete training about information security; and

(d)   monitoring and regularly reviewing our practise against our own policies and against industry best practice.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs.

Who do we disclose your personal information to, and why?

We may transfer or disclose your personal information to our related companies.

We may disclose personal information to external service providers so that they may perform services for us or on our behalf. Or to our internal software systems such as Salesforce, Paradot and other ERP systems.

We may also disclose your personal information to others where:

(a)   we are required or authorised by law to do so;

(b)   you may have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances; or

(c)   we are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

Do we disclose personal information to overseas recipients?

We are a global company and may disclose your personal information to recipients which are located outside Australia.

Those recipients are likely to be located in Sweden, where our head office is located as well as the US and the wider European Union.

Do we use your personal information for marketing?

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies, our other business partners or our service providers.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

Access to and correction of your personal information

You may access or request correction of the personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate and up to date.

Your rights under the EU GDPR

Under the European Union (EU) General Data Protection Regulation (GDPR), as a data subject you have the right to:

(a)   access your data;

(b)   have your data deleted or corrected where it is inaccurate;

(c)   object to your data being processed and to restrict processing;

(d)   withdraw consent to having your data processed;

(e)   have your data provided in a standard format so that it can be transferred elsewhere; and

(f)   not be subject to a decision based solely on automated processing.

(**Data Subject Rights**)

We have processes in place to deal with Data Subject Rights requests. Our actions and responsibilities will depend on whether we are the controller or processer of the personal data at

issue. Depending on our role as either a controller or processor, the process for enabling Data Subject Rights may differ, and are always subject to applicable law. [We offer a self-service option in some situations that directly allows you to access, correct, or delete the personal data that you may have provided. Please refer to the Contact Details section of this policy if you would like to make a Data Subject Rights request**.**

Complaints

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (OAIC) (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

Contact details

If you have any questions, comments, requests or concerns, please contact us at:

privacyofficer@piab.com

Changes to this policy

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website.

You may obtain a copy of our current policy from our website or by contacting us at the contact details above.

Schedule 1 – Cookies

Necessary cookies	Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure website areas. The website cannot function properly without these cookies.
Cookiebot	CookieConsentStores the user's cookie consent state for the current domain **Expiry:** 1 year Type: HTTP
Zendesk	**__cf_bm**This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website. **Expiry**: 1 day **Type**: HTTP **__cfruid [x4]**This cookie is a part of the services provided by Cloudflare - Including load-balancing, deliverance of website content and serving DNS connection for website operators. **Expiry**: Session **Type**: HTTP
Preference cookies	Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.
Zendesk	**__zlcstore**This cookie is necessary for the chat-box function on the website to function. **Expiry**: Persistent **Type**: HTML
Statistics cookies	Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.
Google	**_ga**Registers a unique ID that is used to generate statistical data on how the visitor uses the website. **Expiry**: 399 days **Type**: HTTP **_ga_#**Used by Google Analytics to collect data on the number of times a user has visited the website and dates for the first and most recent visit. **Expiry**: 399 days **Type**: HTTP **_gat**Used by Google Analytics to throttle request rate

	Expiry: 1 day **Type**: HTTP **_gid**Registers a unique ID used to generate statistical data on how the visitor uses the website. **Expiry**: 1 day **Type**: HTTP
Hotjar	**_gat**Used by Google Analytics to throttle request rate **Expiry**: 1 day **Type**: HTTP **_hjDonePolls**Set when the user minimises a questionnaire panel. The cookie ensures that the panel remains minimised when the user navigates the website. **Expiry**: 1 year **Type**: HTML **_hjFirstSeen**This cookie is used to determine if the visitor has visited the website before or if it is a new visitor on the website. **Expiry**: 1 day **Type**: HTTP **_hjIncludedInPageviewSample**Used to detect whether the user navigation and interactions are included in the website's data analytics. **Expiry**: 1 day **Type**: HTTP **_hjIncludedInSessionSample**Registers data on visitors' website-behaviour. This is used for internal analysis and website optimization. **Expiry**: 1 day **Type**: HTTP **_hjRecordingLastActivity**Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes. **Expiry**: Session **Type**: HTML **_hjSession_#**Collects statistics on the visitor's visits to the website, such as the number of visits, average time spent on the website and what pages have been read. **Expiry**: 1 day **Type**: HTTP **_hjSessionUser_#**Collects statistics on the visitor's visits to the website, such as the number of visits, average time spent on the website and what pages have been read. **Expiry**: 1 year **Type**: HTTP

	_hjTLDTest Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator. **Expiry**: Session **Type**: HTTP **hjViewportId**Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes. **Expiry**: Session **Type**: HTML
LinkedIn	**In_or**Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator. **Expiry**: 1 day **Type**: HTTP
Matomo	**_pk_id#**Collects statistics on the user's visits to the website, such as the number of visits, average time spent on the website and what pages have been read. **Expiry**: 1 year **Type**: HTTP **_pk_ses#**Used by Piwik Analytics Platform to track page requests from the visitor during the session. **Expiry**: 1 day **Type**: HTTP
Zendesk	**ZD-suid**Unique id that identifies the user's session. **Expiry**: Persistent **Type**: HTML
AWSALBCORS	Registers which server-cluster is serving the visitor. This is used in context with load balancing, in order to optimize user experience. **Expiry**: 6 days **Type**: HTTP
www.google-analytics.com px.ads.linkedin.com	**collect [x2]**Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels. **Expiry**: Session **Type**: Pixel