

Hepworth Industrial Wear Pty Ltd (ABN 49 000 422 319) respects your privacy and is committed to handling personal information responsibly.

This policy explains how we collect, hold, use and disclose personal information when you visit our website, contact us, open a customer account, purchase our products or otherwise deal with our business.

We handle personal information in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles where they apply.

1. Personal information we collect

Depending on your dealings with us, we may collect:

- Your name, job title and business contact details.
- Your business name, billing address and delivery address.
- Your telephone number and email address.
- Customer account and website login information.
- Order details, purchase history and correspondence.
- Information provided in enquiries, feedback, complaints or product returns.
- Billing and payment information needed to process transactions.

Business contact information may be personal information where it identifies an individual.

We aim to collect only the personal information reasonably necessary for our business activities.

2. How we collect personal information

We generally collect personal information directly from you when you:

- Contact us by telephone, email, through our website or in person.
- Apply for or manage a customer account.
- Request a quotation or place an order.
- Arrange delivery, collection, payment or a product return.
- Subscribe to product updates or promotional communications.
- Make an enquiry or provide feedback.

We may also receive information from your employer, an authorised representative or service providers involved in fulfilling your order.

You may make a general enquiry without identifying yourself where practicable. However, we may need certain information to establish an account, process an order or provide a requested service.

3. How we use personal information

We use personal information to:

- Respond to enquiries and provide quotations.
- Establish and administer customer accounts.
- Process orders, payments, deliveries and returns.
- Communicate about products, orders and account matters.
- Maintain business and accounting records.
- Manage complaints and improve our products and services.
- Send relevant product updates and promotional communications where permitted.
- Protect our systems, prevent fraud and meet legal obligations.

We do not use or disclose personal information for unrelated purposes unless permitted or required by law or with appropriate consent.

4. Credit card information

Some customers provide credit card details so that we can process a payment.

Credit card details provided to Hepworth are used to process the relevant transaction and are removed from our records after processing. They are not stored on our website.

Payment processing providers may handle transaction information in accordance with their own privacy policies and applicable obligations.

Please contact us to arrange payment rather than sending credit card details through general website enquiry forms or ordinary email.

5. Website information and cookies

Our website and its service providers may collect technical information when you visit, such as your IP address, browser type, device information, pages accessed and the date and time of your visit.

Cookies are small files stored on your device. They may support website functions, such as customer login sessions, and may help website operators understand how a website is used.

Technical information and cookie identifiers may constitute personal information where they identify you or can reasonably be linked to you. You can manage or disable cookies through your browser settings. Disabling some cookies may affect website functionality.

6. Disclosure of personal information

We may disclose personal information where reasonably necessary to:

- Employees and authorised personnel who need it to perform their duties.
- Freight carriers, couriers and delivery providers.
- Payment processing and financial service providers.
- Website, IT, software, data storage and communications providers.
- Professional advisers, including accountants, auditors and legal advisers.
- Authorities or other parties where disclosure is required or permitted by law.

If our business is sold or restructured, relevant information may also be disclosed as part of that process, subject to applicable privacy obligations.

We do not sell or rent personal information to third parties for their own direct marketing.

7. Overseas handling of information

Some technology or service providers may store or process information outside Australia. Whether this occurs depends on the services used and their arrangements.

Where we disclose personal information to an overseas recipient, we take the steps required by applicable Australian privacy laws to protect that information.

You can contact us for further information about overseas handling of your personal information.

8. Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

We retain personal information for as long as reasonably necessary for the purposes described in this policy, including applicable accounting, legal and record-keeping requirements.

When information is no longer required, we take reasonable steps to securely destroy it or ensure it is de-identified, subject to applicable legal requirements.

No method of electronic transmission or storage is completely secure.

9. Marketing communications

You can opt out of promotional communications at any time by using the unsubscribe option provided or contacting us at SalesTeam@Hepworths.com.au.

We may still send communications needed to manage your orders, deliveries, payments or customer account.

10. Accessing and correcting your information

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate, incomplete or out of date.

We may need to verify your identity before responding. We will respond within a reasonable period and explain any lawful reason for refusing a request.

Where available, you may also update certain account details through the website's "My Account" section.

11. Privacy enquiries and complaints

If you have a question or complaint about how we handle personal information, please contact us using the details below and provide enough information for us to investigate.

We will consider your complaint and aim to respond within 30 days. If more time is needed, we will let you know.

If you are dissatisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). The OAIC can consider complaints that fall within its jurisdiction.

OAIC website: www.oaic.gov.au

12. Third-party websites

Our website may contain links to websites or services operated by other organisations. Their privacy practices are governed by their own policies, which we encourage you to review.

13. Changes to this policy

We may update this policy to reflect changes to our business practices or legal requirements. The current version will be published on our website with its last updated date.

Contact us

Privacy enquiries

Hepworth Industrial Wear Pty Ltd

ABN 49 000 422 319

4 Brooks Road, Ingleburn NSW 2565, Australia

Telephone: 02 9829 5800

Email: SalesTeam@Hepworths.com.au