

## ASKO APPLIANCES (AUST) PTY LTD COLLECTION NOTICE

ASKO Appliances (Aust) Pty Ltd (ACN 007 007 329) (**ASKO, we, us, our**) collects personal information about you primarily to:

- provide you with sales and after sales service, including the provision of warranties and managing warranty claims;
- delivering your goods to you; and
- processing payments,

or if it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the primary purpose.

We may also collect and use your personal information:

- to inform you of products that can be purchased from ASKO;
- gather customer feedback and facilitate customer surveys that support this purpose;
- publish testimonials on our website, if a testimonial has been provided to us by you; and
- for NSW sales, to obtain and sell Energy Saving Certificates under the NSW Energy Savings Scheme.

The personal information collected is used to help us provide you with the best service possible, and to assist in interacting with you. If you do not provide the necessary personal information we may not be able to provide the product or service (including warranty services) you have requested from us.

Unless it is unreasonable and impracticable to do so, we collect your personal information from you directly. In many cases, this information is collected by us through our online interface system which is operated by the retail store from whom you purchase our products, acting as our agents. In some cases however, we may collect information about you and third parties associated with you or your advisers from a third party (such as Asko Authorized Agents, Asko Aftersales Service Providers and extended warranty insurance companies).

In some cases we will be required or authorised by Australian law, or the order of a court or tribunal to collect personal information about you. We will take reasonable steps to let you know that we have collected your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

We may disclose your personal information to the following third parties:

- the retail store from whom you purchase one of our products, acting as our sales agents;
- our Related Bodies Corporate as defined in section 9 of the *Corporations Act 2001 (Cth)*, including members of the Gorenje Group;
- third party insurers if you have purchased an extended warranty in relation to one of our goods (Asko Aftersales Service providers);

- third parties engaged by us to assist in providing services, information and products to you (Asko Aftersales Service providers);
- IT technicians who may need access when providing on-site support;
- file storage service providers; and
- only in respect of NSW customers, to External Certificate Providers under the NSW Energy Savings Scheme, including Energy Makeovers Pty Ltd, to obtain and sell Energy Savings Certificates, but any such personal information will not include your name.

We may disclose your personal information to recipients in Slovenia which is where our parent company is located.

As a customer of ASKO, we may also disclose your personal information to Satmetrix Systems. Inc. (**Satmetrix**), a third party who assists us in conducting customer surveys and gathering customer feedback. Satmetrix is located, and holds the data and personal information it collects, in the United States and the United Kingdom. By providing us with your personal information, you consent to us disclosing your personal information to Satmetrix, and understand that while ASKO will take reasonable steps to ensure that Satmetrix complies with the APPs, ASKO will not be accountable for breaches of the APPs by Satmetrix and the individual may not be able to seek redress. You may not have the ability to access your personal information that is held by the Satmetrix.

### Privacy Policy

We understand that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information we hold. We have developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

Our Privacy Policy is available for you to view on our website (<http://www.asko.com.au>), which can be accessed [here](#).

Our Privacy Policy contains information about how you may access the personal information we hold about you, and seek the correction of such information, if you believe it to be incorrect.

Our Privacy Policy also contains information about how you may complain about a breach of the Australian Privacy Principles (**APPs**) and how we will deal with such a complaint.

### Contact Us

Our contact details in respect of any issues in relation to privacy are:

<b>Telephone</b>	(03) 8551 2200
<b>Email</b>	privacy.officer@asko.com.au
<b>Post</b>	ASKO Appliances (Aust.) Pty Ltd 35 Sunmore Close MOORABBIN VIC 3189