

## Privacy Statement - Consumers

### Our Consumers

Godfrey Hirst Australia Pty Ltd ACN 000 849 758 and its subsidiaries are committed to the privacy of all individuals with whom it deals. From 21 December 2001, Godfrey Hirst Aust Pty Ltd and its Australian subsidiaries are bound by the Privacy Act 1988 (Aust) and have chosen to comply with the National Privacy Principles. From 1 January 2004, Godfrey Hirst Carpets of Canada Limited is bound by the Personal Information Protection and Electronic Documents Act (Can) and has chosen to comply with the National Standard of Canada Entitled Model Code for the Protection of Personal Information. For your information, Godfrey Hirst sets out below the Godfrey Hirst Group's policies on handling personal information.

### Your Personal Information

Personal information held by Godfrey Hirst may include your name, date of birth, current and previous addresses (home and business), telephone/mobile phone numbers, facsimile numbers, email addresses, bank account or credit card details, occupation (including employer details if appropriate), offices held in companies, information held as a result of credit checks, records of communications between you and Godfrey Hirst relating to goods and services provided by Godfrey Hirst and details of your trading history with Godfrey Hirst.

If you choose not to provide personal information, we may not be able to provide the advice or assistance you require, or the level of service to which we aspire to provide, and you may not be able to participate in promotions made available to consumer of our products. However, you are free to access our advice lines or other advice services without any disclosure of your identity and we will aspire to assist you to the best of our ability.

### Collection of Personal Information

Godfrey Hirst collects personal information in a number of ways, including:

- Directly from you or your representatives, when you provide information in documents, as guarantees, promotions or complaint forms, or by phone
- From carpet retailers from whom you purchased Godfrey Hirst products
- From publicly available sources of information
- From our own records of your trading history

### Use of Personal Information

Godfrey Hirst respects your privacy, so we do not trade, rent or sell your personal information to any third parties. The primary purpose for which we use your personal information is to sell and distribute to you in a timely manner our quality tufted carpets and provide advice in respect to the proper care and maintenance of the carpet. In the course of providing our products and advice to you, your personal information may be used to:

- Provide the products and customer service you require
- Conduct promotions
- Inform you of ways the services provided to you can be improved
- Investigating complaints in relation to our products and services
- Research and develop our products and services
- Gain an understanding of your needs in order for us to provide you with better products and services
- Maintain and develop our business systems and infrastructure including testing and upgrading of these systems

Your personal information may also be used to promote and market our products and promotions which we consider may be of interest to you. If you do not wish us to contact you regarding other products, please contact our Privacy Manager (contact details below).

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### Disclosure of your Personal Information

For the above purposes we may disclose your personal information to organizations outside Godfrey Hirst, including:

- Contractors and service providers to whom we may outsource services we provide including:
  - Customer enquiries
  - Invoicing and debt collection
  - Mailing systems
  - Transport services
  - IT services
  - Complaint investigation
  - Market research
  - Promotion development and administration

(Any disclosure is limited to that required to provide you with the services we have outsourced and any party to whom we outsource is required to comply with all relevant laws including any privacy legislation)

- Your representatives (eg. legal advisers)
- Our professional advisers, including our accountants, auditors and lawyers
- Should you enter any promotion, State/Territory/Province lottery departments and publication of your name if a winner as required under the relevant lottery legislation
- Government/regulatory authorities and other organizations as required or authorised by law
- Organisations involved in:
  - A transfer/sale of all or part of our assets or business
  - Managing our corporate risk and funding functions

### Accuracy of Information

Godfrey Hirst takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of the information depends largely on the information provided to us by you. Accordingly we request that you:

- Let us know of any errors in your personal information; and
- Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

### Access to your Personal Information

Generally, you have a right to access your personal information. Godfrey Hirst will handle all requests for access to personal information held by Godfrey Hirst Aust Pty Ltd and its Australian subsidiaries in accordance with the National Privacy Principles, and held by Godfrey Hirst Carpets of Canada Limited in accordance with the Canadian Model Code for Protection of Personal Information. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. In respect to Australian requests, Godfrey Hirst reserves the right to charge a fee for searching for and providing access to your information.

### Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager  
Godfrey Hirst Aust Pty Ltd  
7 Factories Road  
South Geelong Vic 3220 Australia  
Phone: +613 5225 0286 Fax: +613 5221 5409  
Email: [privacy.complaints@godfreyhirst.com](mailto:privacy.complaints@godfreyhirst.com)