

## Privacy Statement – Godfrey Hirst website

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### Protecting your Privacy - Our Website

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 our policies on our web-site management.

Should you use the web site for:

- ordering of goods – please also see Protecting Your Privacy – Our Customers
- seeking advice or making a complaint about Godfrey Hirst products or services – please also see Protecting Your Privacy – Our Consumers
- applying for a job or considering employment opportunities – please also see Protecting Your Privacy – Our Employees & Contractors (current and prospective) & Referees

### Collection of Personal Information

This is a cookie-free site.

Whenever a web site is visited, the user's web browser provides the machine's identity (its IP address) and information about its browser type and operating system to the web server, so that the server can address the reply to the correct machine. This information does not identify you personally and you remain anonymous. When you visit our web site, other than counting the visit, we do not record any of the above information, unless you choose to send us a message. Should you choose to send us a message, you are not required to provide any personal information and messages can be sent anonymously.

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.

### Use of Personal Information

Godfrey Hirst respects your privacy, so should you choose to provide any personal information, we will not trade, rent or sell your personal information to any third parties. Should you provide any personal information, these details will only be used to respond to your message. We will not use your details for any other purpose.

Please note, when you send emails the content of the email as it is transferred across the internet may not be secure.

### Children's Privacy

Children should only access this website with involvement of a parent or guardian. Although Godfrey Hirst does not specifically direct its web site to children, Godfrey Hirst strives to provide children with as much customer service as possible without violating their privacy rights. For your protection, Godfrey Hirst asks that anyone under 15 years of age not attempt to register with Godfrey Hirst or otherwise provide Godfrey Hirst with any personal information without the consent of a parent or legal guardian.

### 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.



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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)