

Re-Vi Group: Privacy Policy for Our Website

1 About this privacy policy

We respect your personal information and take your privacy seriously. This policy describes how we collect and handle your personal information in accordance with our legal obligations, including under the *Privacy Act 1988* (Cth). In this policy, when we say:

- **we, our** or **us** – we mean Re-Vi Group (ABN 38 661 975 720).
- **you** – we mean you, the reader of this policy.

2 We're here to help. Get in touch.

You can get in touch with us at any time about the way we handle and safeguard your information.

If you want to:	
	ask questions
	update your information
	register a concern
	opt out of marketing
	anything else...

please contact our Privacy Officer at:
Email: privacyofficer@re-vi.com
Phone: +61 2 8051 3189
Address: 120B Underwood Street, Paddington, NSW Australia 2021

3 What personal information do we collect?

We collect and hold contact and other personal details you provide to us, as well as details of our interactions with you.

The table below identifies the types of personal information we may collect and hold about you. You do not have to provide us with your personal information, but if you choose not to, we may not be able to answer your queries or provide you with our products or services.

Type of personal information	Examples of the kinds of personal information we may collect
Your contact and personal details, provided to us via our Contact Us form	This includes your name and email address.
Any other personal information you provide to us via our Contact Us form	This includes background details you provide regarding any enquiries you make via our Contact Us form.
Product and service details	Details of the products and services we provide to you, or that you have enquired about, including any additional information necessary to deliver those products and services, or to respond to your enquiries.
Interaction information	Information we collect through our interactions, including: <ul style="list-style-type: none"> when you email us via the website; information you provide when you give us feedback; information we collect through your use of our products or services, including your browsing behaviour when you visit our website; and any other information you provide to us.

4 How do we collect your personal information?

We collect your personal information directly from you.

We collect your personal information directly from you, for example when you:

- enquire about, apply for, or use our products or services;
- communicate with us through any means (e.g. email, chats or via social media platforms); or
- interact with our website or services.

5 How do we use your personal information?

We use your personal information to enable us to deliver and improve our products and services.

We may collect, hold, use and disclose your personal information for the purposes set out in the table below.

Purpose	How we use your personal information
Serve you as our customer	To provide you with and manage the products and services you have with us, predominantly to communicate with you, such as answering your queries and sending you service, support, security, technical and other administrative related information. We may also use personal information to engage in marketing and promotional activities, such as sending you information about our products or services that may be of interest to you.
Comply with our legal obligations	To comply with laws and assist government or law enforcement agencies where we are required or authorised to do so.

Purpose	How we use your personal information
Sales or acquisitions	To support any changes to the ownership of assets or our group/business, such as in connection with actual or potential divestments, acquisitions, investments or sales.

6 How do we use your personal information for marketing, and how do you opt-out?

We may use your personal information for marketing purposes, but you can opt-out at any time.

We may send you marketing and promotional messages and other information about products and services that may be of interest to you. This may take the form of emails, telephone calls, SMS, mail or other electronic means including advertising on social media platforms and websites operated by us or third parties.

If you do not wish to receive direct marketing offers from us, you can manage your marketing preferences through the unsubscribe facility in the relevant message or by contacting us (see Section 2).

7 Whom do we share your personal information with?

We may share your personal information with the parties identified in the table below.

Type of party	Description
Within our group	Our employees and members of our group.
Third party suppliers	Our third party suppliers and service providers that help us deliver our products and services.
Our agents and partners	This includes our existing or potential agents, partners, or other persons who may purchase or invest in all or part of our assets or business (including their advisers and representatives).
Persons authorised by law	This includes government agencies, regulatory bodies and law enforcement agencies, or any other person as required, authorised or permitted by law.

8 Do we store or share your personal information outside of Australia?

Your personal information is stored in Australia and will not be disclosed overseas.

We store all of your personal information in Australia.

9 Cookies

We may use cookies on our website to track your website usage and remember your preferences.

Cookies are small files that store information on your computer, mobile phone or other device. We may use cookies to collect information directly from you when you interact with us through our website.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. If you refuse the use of cookies you may not be able to access the full functionality of our website. Please refer to your internet browser's instructions or help screens to learn more about these functions.

10 Third party analytics tools

We may also use third party analytics tools to help us gather and analyse your information.

Our website uses Google Analytics to help us better understand the ways our customers use our website. Google Analytics uses cookies, which allow de-identified information about your use of our website to be transmitted to Google. For more information about Google Analytics, please see Google's website "Privacy and Terms", located at <https://policies.google.com/technologies/partner-sites>.

11 What are your rights in relation to your personal information?

You have rights to access, correct and complain about our use of your personal information. Contact us to exercise these rights.

Here are the things you can ask us to do in relation to your personal information at any time.

Category	Details
Access	You can request a copy of your personal information.
Correct	You can ask us to correct or update your personal information.
Complain	You can express your concerns or complaints to us about your privacy or the way we are handling your personal information.

You can contact us using the details set out in section 2.

When you contact us in relation to your personal information, please include your name and contact details (such as email address and phone number) and clearly describe your request or complaint. We may need to verify your identity before we can process your request.

Access and correction requests

We try to respond to your access or correction requests within 30 days of your request. If it will take longer than this, we will let you know.

Where we are not able to fulfil your request to access or correct your personal information for a legal or other reason, we will let you know why.

There is no fee for requesting corrections or access to your information.

Complaints

If you're not happy with the way we handle your query or your information (including our response to your request to access or correct your personal information), you have a right to lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**) – visit oaic.gov.au.

12 Things you should know

We may tell you more about how we collect and handle your personal information during our relationship with you.

We may also update our policy from time to time. We encourage you to check our website periodically to ensure that you are aware of our current policy.

Policy updated: 17 April 2024