

UCB PRIVACY POLICY

United Convenience Buyers Pty Ltd (ACN 083 001 138) (**UCB**) respects and upholds your rights to privacy protection. We are bound by the National Privacy Principles contained in the *Privacy Act 1988* (Cth) (**the Privacy Act**). This Privacy Policy outlines UCB's commitment to protecting the privacy of individuals and describes how we manage any personal information we have about you.

1. How and why we collect personal information?

UCB needs to collect personal and business information in order to conduct its business.

Members: By being a member of UCB, we may ask for certain information including your email address and gender. The Member authorises UCB to deal with Preferred Suppliers on behalf of the Member (and authorises disclosure to Preferred Suppliers of Member sales data and other Confidential Information necessary for the operation of the UCB Promotional Program).

Other interaction with us through our services: If you order products or services from UCB or our online merchants or advertisers, you enter competitions or promotions or you agree to participate in market research we may collect personal information about you. We will tell you what personal information we require before we collect it. Irrespective of who you are, we may keep records of your communication with us (whether in writing, by email or by phone) for the purpose of supplying and improving our services (including monitoring and training our staff).

Visitors: If you simply browse the UCB website without registering, ordering any products or services or entering competitions or promotions we will not collect any personal information about you, although through the use of certain technologies we may gather anonymous information about your visits and your use of our services.

We use personal information:

- For our internal administrative, marketing, planning, product development and research requirements;
- For purposes of compiling industry data;
- To operate, analyse and improve our services;
- To personalise the content, advertising and promotions you receive and our communications with you; and
- To conduct research and analysis.

2. Will your personal information be given to anyone else?

Personal information collected by us may be disclosed by us:

- If we need to share your information in order to provide a product or service;
- If we engage a contractor or service provider to do something on our behalf (in which case, unless we tell you otherwise, they will only be authorised to use the personal information for the purpose of providing the service or performing the function required by us);
- To organisations for statistical purposes regarding your visit and your use of their services;
- To our related companies, both in Australia and overseas;
- If we are required or authorised by law to make the disclosure (for example, by a court order) or the Privacy Act otherwise permits the disclosure; or
- If we have your consent.

We will never collect sensitive information about you such as information about your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership or health.

3. How is your personal information stored?

UCB uses technology and other means to ensure that the personal information it holds is as secure from unauthorised access, destruction, misuse, modification or disclosure as it reasonably can be. We will also take reasonable steps to de-identify or destroy all personal information.

4. Your right of access and correction

You have the right to seek access to most personal information which we collect and hold about you and for what purposes and how we collect, hold, use and disclose that information. We may deny access in some circumstances. If we do this we will tell you why. You also have the right to ask us to correct information about you if it is inaccurate, incomplete or out of date.

If you wish to seek access to any other personal information that UCB holds about you, or if you believe that personal information we hold about you is not accurate, complete or up to date, you should contact our Privacy Officer and include the details of your request. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you access it, for example, by emailing or mailing it to you.

5. Additional privacy information and how to contact us

We may change this Privacy Policy at any time but whenever we make a material change to our Privacy Policy we will post the updated policy at www.ucbstores.com.au or will make it available in store or otherwise and it will take effect immediately or on a date which is nominated in the posting.

For this reason, it is important that you visit www.ucbstores.com.au and review this Privacy Policy regularly. If you disagree with any changes made to this policy, you should discontinue your use of our services. This Privacy Policy is also available on request in our service stations.

If you feel that UCB is not complying with this Privacy Policy, if you wish to seek access to your personal information or if you have any other privacy concerns, please contact our Privacy Officer:

- By email to privacy@ucbstores.com.au; or
- By letter to the Privacy Officer, P.O. Box 6187, Wetherill Park BC, NSW, 2164.

In this policy “personal information” has the same meaning as under the Privacy Act. This policy represents our policy as at May 2020. Although we intend to fully observe this policy at all times, it is not legally binding in any way.