

SciGen Privacy Policy

SciGen (Australia) Pty Ltd ABN 76 055 016 969 and its related bodies corporate (**we, our, us**) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988* (Cth) and we comply with all the Act's requirements in respect of the collection and management of your personal information.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information about an identified individual or an individual who is reasonably identified and includes your name, address, telephone number, facsimile number and email address.

What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- mailing or street address;
- e-mail address;
- telephone contact number;
- facsimile number;
- age or birth date;
- profession, occupation or job title;
- the products and services you have purchased or which you have enquired about;
- information necessary to deliver those products and services (for example, your credit card details and preferred payment method);
- a record of how and when you have made purchases from us;
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites, through our representatives or otherwise; and
- information you provide to us through our service centre, customer surveys or visits by our representatives from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect aggregated information about how users use our website or anonymous answers to surveys.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- through your access and use of our website;

- during conversations between you and our representatives;
- when you complete an application, purchase order or payment arrangement.
- Over the telephone

We may also collect personal information from third parties including from third party companies such as companies working in the same industry as us which provide credit accounts, law enforcement agencies and other government entities.

We hold your information within Australia

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all;
- we may not be able to provide you with information about products and services that you may want, including information about discounts, sales or special promotions; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products and services to you, to arrange payment for such products and services and to send communications requested by you;
- to answer enquiries, and provide information or advice to you about existing and new products or services;
- to facilitate business processing functions performed by or for our related bodies corporate, contractors, service providers or other third parties;
- to allow companies similar to us to determine whether a credit account is appropriate for you;
- for our administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes and of our related bodies corporate, contractors or service providers;
- to manage product recalls;
- to process and respond to any complaint made by you; and
- to comply with any law, rule or regulation.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

Who may we disclose your information to?

We may disclose your personal information to:

- regulatory authorities (such as the Commonwealth, State and Territory Departments of Health, the Therapeutic Goods Administration, and other drug and health authorities) and entities with which we have commercial relationships where we are under a legal obligation to provide your personal information to the particular entity for example to manage a product recall;
- our related bodies corporate, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- companies similar to us so they may determine whether a credit account is appropriate for you;
- to suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and
- another organisation for any authorised purpose with your express consent.

Sometimes we may cease to act as a distributor of particular products. If you were the purchaser of such a product, we may provide your personal information to the new distributor or the manufacturer of the product so that the new distributor or the manufacturer can provide you with support and assistance in respect the product and maintain records of purchasers and users of the product.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia).

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications are sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference in regards to a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see details below) or by using opt-out facilities provided in the marketing communications and we will ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We ensure that that your personal

information is only accessible to those of our employees whose duties require such access. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed or required to be kept.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (eg. by mailing or emailing it to you). We may charge you a fee to cover our administrative and other costs in providing the information to you and, if so, we will tell you what those fees will be in advance. We will not charge for simply making the request and do not charge for making any corrections to your personal information.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may ask us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information for our Privacy Officer below and provide details of the incident so that we can investigate it. We may request that your complaint be made in writing, so we can be sure about the details of the complaint. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time (and in any event within the time required by the Privacy Act, if applicable).

If you are dissatisfied with the outcome you are welcome to contact us again, or you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner ("OAIC"). The contact details for the OAIC are:

Post: GPO Box 5218, Sydney NSW 2001

Tel: 1300 363 992

Email: enquiries@oaic.gov.au

Do we disclose your personal information to anyone overseas?

We may disclose personal information to our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed above.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

We may disclose your personal information to entities located outside of Australia, including our related bodies corporate, located in Singapore, Poland, China, India, South Korea, Philippines and Vietnam.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the 'Contact Us' link on our website or contact our Privacy Officer via the details set out below.

Please contact our Privacy Officer at:

Privacy Officer
SciGen (Australia) Pty Ltd
Suite 1
13B Narabang Way
Belrose NSW 2085
Phone: (02) 9485 1800
Email: Privacy@scigen.com.au

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated 26 March, 2018.