



SAFETY AND MOBILITY PTY LTD PRIVACY POLICY

Effective Date: 1 July 2026

Safety and Mobility Pty Ltd ("we", "us", "our" or "Safety and Mobility") is committed to privacy protection. At <https://www.safetyandmobility.com.au> (the "Site"), we understand the importance of keeping Personal Information private and secure. This privacy policy ("Privacy Policy") describes generally how we manage Personal Information and safeguard privacy. If you would like more information, please don't hesitate to contact us.

This Privacy Policy forms part of, and is subject to the provisions of, our Terms and Conditions, located on the Site.

We care about your privacy:

We will never rent, trade or sell your email address to anyone.

We will never publicly display your email address or other contact details that you provide to us.

The Australian Privacy Principles

We will treat all Personal Information in accordance with any and all obligations that are binding upon us under the *Privacy Act 1988* (Cth) ("**Privacy Act**"). The Privacy Act lays down 13 key principles in relation to the collection and treatment of Personal Information, which are called the "Australian Privacy Principles".

What is "Personal Information"?

Personal Information held by Safety and Mobility may include your:

- name and date of birth;
- company ACN or ABN numbers, full name, email address and mobile number for individuals using the Site;
- residential and business addresses, telephone or mobile numbers and email addresses;
- bank account and/or credit card details for agreed billing purposes;
- any information that you provided to us by you during your account creation process;



- preferences and password for using this Site and your computer and connection information; and
- any information that you otherwise share with us.

Health and sensitive information

In some circumstances, we may collect health information or other sensitive information, as defined in the Privacy Act, where reasonably necessary to provide our products and services, including in connection with assistive technology assessments, NDIS support services, product suitability assessments or customer support enquiries. We will only collect, use and disclose health information or other sensitive information in accordance with the Privacy Act and applicable laws.

How we may collect your Personal Information

At this Site, we only collect Personal Information that is necessary for us to conduct our business.

Information that you provide to us

We may collect Personal Information that you provide to us about yourself when you:

- use this Site, including (without limitation) when you:
- create a user account;
- add information to your user profile;
- purchase any products or services through this Site;
- complete an online contact form to contact us;
- submit a quote request or enquiry through this Site;
- provide information to us by telephone or through marketing or promotions; or
- contact us via email or other communication.

Information collected through third-party marketplaces

Some of our products are also sold through third-party marketplaces and retailer websites, which may change from time to time. Where you purchase our products through such a third party, your Personal Information is collected and handled by that third party in accordance with its own privacy policy. We may receive limited information from that third party (such as your name, delivery address and order details) to fulfil your order. We cannot guarantee the security of information held by, or transmitted through, any third-party marketplace and we encourage you to review the privacy policy of any such website before making a purchase.

IP addresses

This Site may also collect Internet Protocol (**IP**) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. We collect and manage IP addresses as part of the service of providing internet session management and for security purposes. We may also collect and use web log, computer and connection information for security purposes and to help prevent and detect any misuse of, or fraudulent activities involving, this Site.



Cookies

This Site uses "cookies" to help personalise your online experience. A cookie is a text file or a packet of information that is placed on your hard disk by a web page server to identify and interact more effectively with your computer. There are two types of cookies that may be used at this Site: a persistent cookie and a session cookie. A persistent cookie is entered by your web browser into the "Cookies" folder on your computer and remains in that folder after you close your browser, and may be used by your browser on subsequent visits to this Site. A session cookie is held temporarily in your computer's memory and disappears after you close your browser or shut down your computer. Cookies cannot be used to run programs. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. In some cases, cookies may collect and store Personal Information about you. We extend the same privacy protection to your Personal Information, whether gathered via cookies or from other sources.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your internet browser's instructions to learn more about these functions. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of this Site.

Why we use cookies

This Site uses cookies in order to:

- remember your preferences for using this Site;
- manage the signup process when you create an account with us;
- recognise you as logged in while you remain so. This avoids your having to log in again every time you visit a new page;
- facilitate e-commerce transactions, to ensure that your order is remembered between pages during the checkout process;
- show relevant notifications to you (e.g., notifications that are relevant only to users who have, or have not, created an account or subscribed to newsletters or email or other subscription services); and
- remember details of data that you choose to submit to us (e.g., through online contact forms or by way of comments, forum posts, reviews, ratings, etc).

Many of these cookies are removed or cleared when you log out, but some may remain so that your preferences are remembered for future sessions.

Third party cookies

In some cases, third parties may place cookies through this Site. For example:

- Google Analytics, one of the most widespread and trusted website analytics solutions, may use cookies de-identified data about how long users spend on this Site and the pages that they visit;



- Google AdSense, one of the most widespread and trusted website advertising solutions, may use cookies to serve more relevant advertisements across the web and limit the number of times that a particular advertisement is shown to you; and
- third party social media applications (e.g., Instagram, Facebook, Twitter, LinkedIn, Pinterest, YouTube, Tiktok, etc) may use cookies in order to facilitate various social media buttons and/or plugins in this Site.

Re-marketing

We may from time to time use re-marketing or online advertising services provided by third-party platforms (such as search engines and social media networks) to display advertisements to previous visitors to this Site, based on their activity on the Site. These platforms may use cookies and/or pixel tags to deliver advertising relevant to you, and any data they collect is handled under their own privacy policies. You can usually opt out of, or set preferences for, targeted advertising through the relevant platform's settings or your browser.

How we may use your Personal Information

Your Personal Information may be used in order to:

- verify your identity;
- assist you to place and process orders, invoices and quotes, whether made through this Site, by telephone, email or otherwise;;
- process any purchases of products or services that you may make through this Site, including charging, billing and collecting debts;
- make changes to your account;
- arrange delivery of your order, including by providing relevant details to our shipping and logistics partners;
- respond to any queries or feedback that you may have;
- conduct appropriate checks for credit-worthiness and for fraud;
- prevent and detect any misuse of, or fraudulent activities involving, this Site;
- conduct research and development in respect of our products and/or services;
- gain an understanding of your information and communication needs or obtain your feedback or views about our products and services in order for us to improve them; and/or
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems;
- use artificial intelligence tools to assist with our operations, including data hygiene, quality assurance, marketing, customer communications and improving the efficiency of our business, and for other purposes described in this Privacy Policy;

and for any other purpose reasonably considered necessary or desirable by us in relation to the operation of our business.



From time to time we may email our customers with news, information and offers relating to our own products and services or those of selected partners.

Your Personal Information may also be collected so that we can promote and market products and services to you. This is to keep you informed of products, services, and special offers we believe you will find valuable and may continue after you cease acquiring products and services from us. If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. You can unsubscribe from such communications at any time if you choose.

Use of Artificial Intelligence tools

Where we use artificial intelligence tools for internal administrative purposes (such as data cleansing, deduplication or general operational efficiency), Personal Information processed by those tools is handled in accordance with this Privacy Policy and any applicable contractual confidentiality and security obligations imposed on the tool providers. We do not use artificial intelligence tools to make decisions that produce legal or similarly significant effects on you without human oversight.

Do we use your Personal Information for direct marketing?

We may, from time to time, send you direct marketing communications and information about the products offered on our Site where you have consented (expressly or impliedly through your dealings with us) to receive such communications. This may take the form of emails, SMS, push notifications, mail, or other forms of communication, in accordance with the *Spam Act 2003* (Cth) and the *Privacy Act 1988* (Cth).

You may opt-out of receiving marketing materials from us by contacting us through the contact us feature below, or by using the opt-out facilities provided (e.g. an unsubscribe link).

When we may disclose your Personal Information

In order to deliver the products or services you require or for the purposes set out above, we may, only where necessary, disclose your Personal Information to outside organisations. Your Personal Information may be disclosed to these organisations only in connection with our business and the purposes set out in this Privacy Policy,, and we endeavour to take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your Personal Information. These organisations may carry out or provide:

- customer enquiries;
- mailing systems;
- delivery, freight and logistics services;
- billing and debt-recovery functions;
- information technology services;
- providers of artificial intelligence and data processing services;
- marketing, telemarketing and sales services;



- market research; and
- website usage analysis.

In addition, we may disclose your Personal Information to:

- third parties engaged to fulfil your order or provide related services, including freight and delivery carriers, technicians carrying out repairs, and installers;
- your authorised representatives or legal advisers (when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit-related purposes such as creditworthiness, credit rating, credit provision and financing);
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- the police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

Information provided to payment gateway providers

All purchases made through this Site are processed securely and externally by one or more third-party payment gateway providers (currently Stripe, which may also facilitate payment methods such as Google Pay and Apple Pay), and we may use other providers from time to time. Unless you expressly consent otherwise, we do not see or have access to any Personal Information you provide to those providers, other than information required to process your order and deliver your items (e.g., your name, phone number, email address and billing/delivery address).

Where you provide card details to us by telephone, we enter them directly into the payment gateway for processing and do not store them. Where you agree to a recurring billing or hire arrangement, your card details may be securely retained by the payment gateway to process future payments. While we take reasonable steps to choose reputable third-party payment gateway providers, we do not control and are not responsible for the security practices of those providers. Any Personal Information you provide directly to a third-party payment gateway provider is handled in accordance with that provider's own privacy policy and terms, and we exclude liability to the extent permitted by law for any loss or damage arising from your dealings with those providers.

Cross-border disclosure of Personal Information

We engage service providers located outside Australia, including overseas-based virtual assistants who support our administrative, customer service, bookkeeping, and back-office functions. As a result, your Personal Information may be disclosed to recipients located outside Australia, which may include the Philippines and other countries from time to time. .



Before disclosing Personal Information to any overseas recipient, we take reasonable steps in the circumstances to ensure that the recipient does not breach the Australian Privacy Principles in relation to your Personal Information. These steps include entering into contractual arrangements that impose confidentiality, privacy and data security obligations consistent with the standards required under the Privacy Act.

Storage and security of your Personal Information

We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your Personal Information from unauthorised use or alteration. In our business, Personal Information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, safeguard and protect all of our electronic information. Likewise, we take reasonable measures to ensure the security of hard-copy information.

Retention and destruction of Personal Information

We take reasonable steps to destroy or de-identify Personal Information once it is no longer required for the purpose for which it was collected, unless we are required or authorised by law to retain the information.

Access to your Personal Information

In most cases, you may have access to Personal Information that we hold about you. We will handle requests for access to your Personal Information in accordance with the Australian Privacy Principles. All requests for access to your Personal Information must be directed to us by email at headoffice@safetyandmobility.com.au or by writing to us at our postal address (Unit 12/17 King Road, Hornsby, NSW 2077). We will deal with all requests for access to Personal Information as quickly as possible. Requests for a large amount of information, or information that is not currently in use, may require further time before a response can be given. We may charge you a fee for access if a cost is incurred by us in order to retrieve your information, but in no case will we charge you a fee for your application for access.

In some cases, we may refuse to give you access to Personal Information that we hold about you. This may include circumstances where giving you access would:

- be unlawful (e.g., where a record that contains Personal Information about you is subject to a claim for legal professional privilege by one of our contractual counterparties);
- have an unreasonable impact on another person's privacy; or
- prejudice an investigation of unlawful activity.

We may also refuse access where the Personal Information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings.

If we refuse to give you access, we will provide you with reasons for our refusal.



Correcting your personal information

We will amend any Personal Information about you that is held by us and that is inaccurate, incomplete or out of date if you request us to do so. If we disagree with your view about the accuracy, completeness or currency of a record of your Personal Information that is held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

Controlling your personal information

If you do not wish to receive marketing communications from us, or do not want your Personal Information used for direct marketing purposes, you may opt out at any time by using the unsubscribe facility in any marketing communication or by writing to us at headoffice@safetyandmobility.com.au. If you have previously agreed to us using your Personal Information for direct marketing and later change your mind, you may opt out by the same means.

Changes to this Privacy Policy

From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on this Site.

Third party websites

You may click-through to third party websites from this Site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this Site only and we assume no responsibility for the content of any third-party websites.

Contacting us about privacy

If you would like more information about the way we manage Personal Information that we hold about you or are concerned that we may have breached your privacy, please contact our customer service team by email at headoffice@safetyandmobility.com.au.

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If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Office of the Australian Information Commissioner website (see <https://www.oaic.gov.au/>).

