

PRIVACY POLICY

Horizon Electronics Company Pty Ltd (Trading as Indigo Care) ABN: 36 007 302 801 recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This Privacy Statement sets out how we collect and manage personal information and the steps we take to protect it.

Indigo Care respects your rights to privacy under the Privacy Act 1988 (Cth) (Act) to ensure we manage personal information in accordance with the Act and complies with all the Act's requirements in respect of the collection, management, and disclosure of personal information. This Privacy Policy is intended to inform you about the following:

- what type of personal information Indigo Care collects.
- how Indigo Care collects your personal information.
- the purposes for which Indigo Care uses that information.
- how Indigo Care maintains and keeps the information secure.
- how you may access, correct, or update any personal information that Indigo Care holds about you; and
- the process for complaining about a breach of privacy.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

Indigo Care may collect any of the following information about you if you are a current or prospective vendor or customer:

- contact details (including, name, address, telephone number and email address).
- personal information (profession/occupation/job title)
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise and information you provide to us through our customer surveys or visits by our representatives from time to time.

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

How do we collect your personal information?

Indigo Care collects your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in various ways, including through when you write to or email us, when you access and use our website and during conversations between you and our representatives, by contracting with us, when you enter competitions, promotions or requesting information or material from us, completing surveys or providing feedback.

Indigo Care may also collect information about you from the following third-party sources:

- various databases in the public domain such as Telstra White Pages, trade shows, other databases.
- credit reporting bodies, law enforcement agencies and other government entities.
- referrals and recommendations from existing clients of Indigo Care; and
- publicly available sources of information or any other organisation where you have given your consent.

As part of its due diligence process prior to entering into supply/sale agreements with you, Indigo Care may disclose your information to authorised credit-checking agencies.

Can I be anonymous when I deal with Indigo Care?

To some extent you can preserve your anonymity when you deal with Indigo Care. You can browse our website without providing any personal information, you can access our advertising in various publications and in some instances whereby you do not intend to purchase, and you may not be requested to provide personal information.

What happens if we cannot collect your personal information?

If you do not provide us with the personal information described above, some or all 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.

- 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?

Indigo Care collects personal information so that we can perform our business activities and functions and to provide best quality of customer service.

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

- to provide products and services to you and to send communications requested by you.
- to answer enquiries and provide information or advice about existing and new products or services.
- to provide you with access to protected areas of our website.
- to assess the performance of the website and to improve the operation of the website.
- to conduct business processing functions including providing personal information to our contractors, service providers or other third parties such as the credit rating companies.
- for the administrative, marketing (including direct marketing), planning, product, or service.
- development, quality control, survey, and research purposes of Indigo Care, its related bodies, contractors, or service providers.
- to provide your updated personal information to our related bodies, contractors, or service providers.
- to update our records and keep your contact details up to date.
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision, or direction of a regulator, or in cooperation with any governmental authority of any country (or political sub-division of a country).

Indigo Care will not share, sell, rent, or disclosed personal information other than as described in this Privacy Policy.

To whom do we disclose personal information?

We may disclose your personal information to:

- our employees, contractors and service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products



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HORIZON Home Page: www.horizone.com.au

indigo care Home Page: www.indigocare.com.au

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;

- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes.

If Indigo Care wishes to use or disclose any of your personal information in any other ways than described above, Indigo Care will not do so unless it:

- has your express consent to do so.
- has reasonable grounds to believe that the use or disclosure is necessary to prevent a threat to life or health; or
- has reasonable grounds to believe that the use or disclosure is required by law or to enforce the law.

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 may be 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 for 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 the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

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 (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). Indigo Care will not charge for simply making the request and will not charge for making any corrections to your personal information.

Indigo Care may not be able to provide access to information in some situations, including:

- where in Indigo Care's opinion providing your access may create a serious threat to the life or health of any individual or may be an unreasonable intrusion into the privacy of another individual.
- where your request for access is, in Indigo Care's opinion, frivolous or vexatious; or
- where providing access would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of law, or denying access is specifically authorised by law.

If you believe that personal information, we hold about you is incorrect, incomplete, or inaccurate, then you may request 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.

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 below and provide details of the incident so that we can investigate it. We will deal with the complaint in accordance with our then current Complaints Handling Procedure.

Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to our contractors 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.

Security

Indigo Care will take reasonable steps to ensure information Indigo Care collects, uses or discloses is stored in a secure environment that is accessed only by persons authorised by Indigo Care to prevent interference, misuse, loss, unauthorised access, modification, or disclosure. If the personal information is no longer needed for any purpose, Indigo Care will take reasonable steps to destroy or permanently de-identify the personal information.



Indigo Care endeavours to provide a secure environment and a reliable system but you should be aware that there are inherent risks associated with the electronic storage and transmission of information (particularly via the Internet) which cannot be guaranteed to be 100% secure.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing you about their own privacy practices.

Contacting us

If you have any questions about our privacy policy, any concerns, or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our Managing Director using the details set out below. We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Managing Director
Post: Unit 2, 93 Rushdale Street, Knoxfield, Victoria 3180,
Australia
Email: accounts@horizone.com.au

Changes to our privacy policy

We may change this privacy policy from time to time and any updates will be posted on our websites. This privacy policy was last updated for the changes to Privacy Act reforms and introduction of the Australian Privacy Principles (APP's) taking effect on 12 March 2014.