

Privacy Policy

Effective: 27th March 2025

Techrep Services Pty Ltd ABN 96 600 286 315 and MachShip New Zealand Limited NZBN 9429052605307 (together, MachShip) is committed to protecting the privacy and confidentiality of information it collects from customers and website users.

This is our privacy policy for the purposes of the Privacy Act 1988 (Cth) and the New Zealand Privacy Act 2020 (as applicable depending on the jurisdiction you are located in).

If you are located in Australia, the entity that will primarily collect and deal with your personal information is Techrep Services Pty Ltd.

If you are located in New Zealand, the entity that will primarily collect and deal with your personal information is MachShip New Zealand Limited.

This policy is subject to change by us from time to time. Any such change shall be uploaded to our website, so you should re-check this policy periodically.

Collection

In most circumstances we collect information directly from you. This may be through information submitted to our website, information obtained during interaction with our website, correspondence, e-mail, in person or by telephone, or other information collected when we provide goods or services to you. We may also obtain information from a third party such as previous providers and credit references.

Personal information held by us may include things such as your name, date of birth, current and previous addresses, telephone (including fax) or mobile phone number, e-mail address, ABN, bank account or credit card details, your username or password. We may also hold details of products or services that you have purchased from us.

You might also need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

How we collect your information

We may collect your information in a number of ways, including:

- directly from you (such as by email, post, facsimile, face to face, over the phone or through our reseller channel, including wholesalers and partners; and where you provide information to us when you visit our website, complete an order form or

agreement for one of our services, create a user account for any of our services, or contact us with a query or request);

- from third parties such as our related entities, service providers, business partners, credit reporting bodies, other customers, or your representatives;
- from publicly available sources of information;
from our records of how you use our products or services;
when legally authorised or required to do so;
- from other third parties; or
- from any person who you have given permission to act on your behalf or to share with us personal information they hold about you.

If you choose not to provide certain information about you, we may not be able to provide you with the products or services you require, or the level of service on which we pride ourselves.

Purpose of Collection

Information may be collected to provide you with our goods and services and the ongoing provision of goods or services. We may provide information to other contractors or agents to take actions or make enquires in relation to our or your requirements.

In relation to individuals acting as service providers, contractors or agents, we may use your information to access or use services provided by you or an organization for which you work.

We may access your information to send you information about our activities or developments that we believe may be of interest to you, or for other marketing purposes.

We may also use your information for any of the purposes set out in the section below, or for any other purpose notified to you when we collect your information.

Use and Disclosure of Information

We use and disclose your information for the primary purpose for which you have provided the information. In addition to the use and disclosure of information outlined above and under 'Purpose of Collection', we also use and disclose information for purposes ancillary and consequential to the primary purpose of collection such as invoicing, related correspondence and file management. To this end, we may use the services of agents, service providers or contractors and may disclose your information to them for such purposes.

Purposes for which we may use or disclose your information also include:

- the purpose for which it was collected;
- to maintain and improve the functionality of a website, to provide better service to website visitors and users;

- the compilation and analysis of statistics and trends, the provision of information relating to the content available on that website or and any ecommerce transactions conducted via that website;
- to fulfil obligations in respect of any sale and purchase contract and/or any other contract between you and us;
- to comply with applicable laws;
- to send you any technical, administrative or legal notices;
- to provide you with information about your transactions (including uploading of, access to, and receipt of, content on a website and purchase transactions undertaken on a website), content, services and products;
- to provide marketing materials, services, events, special offers, competitions and promotions via any medium including mail, telephone and electronic messages or any other form of electronic, emerging, digital or conventional communications channel;
- to maintain and manage our relationship with you; dealing with enquiries;
- billing and debt-recovery functions;
- marketing services;
- special offers and competitions;
- changes (or potential changes) to our business structure or ownership;
- market research and surveys.

At your request or according to our requirements or the requirements of law, we may disclose your information to organisations such as:

- your authorised representatives;
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- our partners;
- other suppliers;
- our related companies;
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business.

We may also disclose your personal information to law enforcement and national security agencies, to other government and regulatory authorities, or to any other third parties as required or authorised by law.

Use of Cookies

On occasion, we may gather information about your computer for our services and to provide statistical information regarding the use of our website to our advertisers. Such information will not identify you personally; it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically.

This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. If you use our site without changing your browser settings, we will assume that you are happy to receive all cookies on the website. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website. Our advertisers or partners may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on their links on our website.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit wikipedia.org, www.allaboutcookies.org, or www.aboutcookies.org.

Security of Information

The information you provide to us is stored on computer and paper-based files as appropriate. The secure storage and use of information is important to us and we endeavor to take reasonable steps to protect the information from misuse or loss, or unauthorised access, modification or disclosure.

However, no data is entirely secure and safe from a breach or failure of data backup and security. Accordingly, whilst we take reasonable steps in relation to security of its services, we exclude all warranties and disclaim to the full extent permitted by law all liability in relation to data backup and security.

All staff with access to your personal information are bound by duties of confidentiality.

Cross-border data transmission

The disclosures of information listed above may involve transmitting, storing or processing information across national borders. This includes (amongst other things): our right to host the website on servers located in countries other than Australia or New Zealand; our right to conduct usage analysis; and our right to process payments. You consent to the transmission of data for these purposes.

Accuracy of Personal Information

We take all reasonable steps to ensure that the information we collect is accurate, complete and up-to-date at the time of collection. You also have certain rights under applicable privacy law to request access to, and correction of, the information we hold about you. If your circumstances change or you have reason to believe our records are not accurate, complete or up-to-date, please contact us immediately and we will take all reasonable steps to amend the information in accordance with the above criteria or an alternative may be discussed with you.

Access

You may request access to personal information that we hold on you (including pursuant to any specific rights of access you may have under applicable privacy law). However, our discretion, duties and obligations under law may restrict your access. Given this, subject to applicable privacy law, all reasonable actions will be taken to assist access or to address any reasons you have to seek access. If access is denied, we will provide you with reasons in accordance with law. If access is provided, a reasonable fee may be charged for time and other costs incurred in providing access.

Contacting MachShip

Please also feel free to contact us if you have any questions about MachShip's Acceptable Use Policy. You may contact us at support@machship.com or at our mailing address below:

MachShip

c/- Techrep Services PTY LTD
115 Cremorne Street
Cremorne, VIC 3121
Australia

More Information about Privacy

If you are located in Australia, you can obtain further general information about your privacy rights and Commonwealth privacy law from the Office of the Australian Information Commissioner by:

- calling their Privacy Hotline on 1300 363 992
- visiting their web site at www.oaic.gov.au
- writing to:

The Australian Information Commissioner
GPO Box 5218
Sydney NSW 1042

If you are located in New Zealand, you can obtain further general information about your privacy rights and New Zealand privacy law from the Office of the Privacy Commissioner by:

- calling them on 0800 803 909
- visiting their web site at privacy.org.nz
- writing to:

The Office of the Privacy Commissioner
PO Box 10 094
Wellington 6140