

Privacy Policy

ebm-papst A&NZ Pty Ltd

About this privacy policy

Thank you for visiting our websites and for your interest in our company and our products. This privacy policy explains how **ebm-papst A&NZ Pty Ltd** ('we' and 'us') collect, use, manage and disclose personal information about its Australian and New Zealand based customers to manage our business. This policy should be read in conjunction with the ebm-papst Group Privacy Policy available [here](#).

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What kind of personal information do we collect and hold about you?

We will generally collect:

- your name and contact details. This may include your email and postal address, telephone and mobile numbers;
- information about which of our products and services are of interest to you;
- credit card details to process payments for goods and services and other payment related details;
- your credit information, including your credit worthiness and trade referees, if you are requesting to set up a credit arrangement with us;
- your experience, skills, qualifications and employment history, if you are exploring career opportunities with us;
- your questions, comments, inquiries and feedback that you provide directly to us, by email, phone, through our website and online forms or third party chat facilities;
- your marketing preferences, including whether you have elected to receive our magazine and newsletter, if you have registered to attend one of our webinars or have visited us at an industry or trade fair; and
- information and analytics about your use of our websites and engagement with third party tools such as webchats and virtual assistants.

How do we collect your personal information?

The way that we collect your personal information will depend on how we engage with you. We collect your personal information:

- *directly from you*, when you give it to us. This includes when you complete online forms or send us an email, when you purchase our goods or services, when you apply for our goods or services on credit, when you register for one of our webinars or corporate events, when you visit us at an industry or trade fair and when you elect to receive marketing information from us;
- *from your organisation*, for instance, when you are nominated as the contact person for a technical inquiry, purchase or quote; and
- through *website analytics* about the performance and usage of our webpage and online tools and from third parties, including from social media platforms, for some of our marketing activities. For further information about our use of website cookies and our direct marketing activities, see the [ebm-papst Group Privacy Policy](#).

Why do we collect, hold, use and disclose your personal information?

We collect, hold, use and disclose your personal information to enable us to:

- manage and respond to product inquiries, including to provide technical information about our products;
- provide you with the products and services that you have purchased from us and to manage the associated invoicing, payment, delivery and post-purchase customer support services;
- assess whether we will provide our goods and services to you, or to your organisation, on credit. Information collected for the primary purpose of assessing an application for credit and your creditworthiness will not be used for any other purpose;
- manage overdue accounts and debt recoveries;
- to gather feedback and insights about our current and future catalogue of products and services, to improve and grow our business and to improve our website. This may be conducted via optional customer surveys;
- for recruitment and talent acquisition; and
- to tell you about our products and services, innovations and technical developments where you have elected to receive this information from us. Our marketing communications will always include instructions about how to unsubscribe from these updates and you can change your preferences at any time. For more information about our marketing activities, see the [ebm-papst Group Privacy Policy](#).

Who will we give your personal information to?

We may share your personal information across the ebm-papst Group consistent with the purposes identified above. Staff from across any of our offices may assist our Australian and New Zealand-based teams to provide the products and services that you have requested or to respond to your inquiries. However, only ebm-papst A&NZ will process commercial transactions for our Australian and New Zealand based customers.

We will not disclose your personal information unless:

- we need to share your personal information within the ebm-papst Group, or with our contracted service providers to deliver the products and services that you have requested;
- the disclosure is necessary to manage our business and our customer relationship with you. For example, it may be necessary to share your personal information with legal or other professional service providers, for invoicing, payment processing and debt recovery and with our contracted technology service providers to manage our website and securely store our customer information;
- you have given consent; or
- the disclosure is required or authorised by law.

For information about who we share information with for marketing purposes, see the [ebm-papst Group Privacy Policy](#).

How do we secure and store your personal information?

We have a range of technical and organisational measures in place to protect your personal information, and our information holdings, from unauthorised access or disclosure.

We receive and transmit your personal information via our website (including by the use of online forms) and by email.

We store your personal information in hard copy and electronic format. Records containing personal information are kept securely at our premises and, in the case of electronic records, stored securely by the ebm-papst Group's secure cloud storage service provider in Europe. Selected personnel from across the ebm-papst Group can access the information for the purposes outlined above. Our cloud storage provider must not access our customer data unless directed by us or it is necessary to provide and maintain our secure data storage capability.

We will keep records about customers who have unsubscribed from marketing communications, newsletters and updated product information. This will help us to ensure we can continue to respect your wishes and not contact you further.

Accessing and correcting your personal information

You have the right to request access to personal information that we hold about you, and ask for it be corrected or updated. Please direct requests to our Australian and New Zealand Privacy Officer(s) using the contact details below.

We may charge you a small fee, in some cases, to cover our costs when providing you with access. We will confirm any fee with you first.

If we can't give you access to your information, we will tell you why. We will also tell you how you can make a complaint about our decision to refuse access to your personal information.

Complaints and contacting us

If you have a question about our personal information management practices, you would like to request access to your information or make a complaint, please direct your correspondence as follows:

For Australian based customers, to the Managing Director, ebm-papst A/NZ at auenquiries@au.ebmpapst.com

For New Zealand based customers, to the Country Manager, nzenquiries@au.ebmpapst.com

We may need to confirm your identity to action your request or respond to your question.

We are committed to working with you to resolve your complaint. You can expect to hear from us, acknowledging your question or complaint, within 5 business days. We will aim to resolve any complaints within 30 days.

If we are unable to satisfactorily resolve your complaint, you can complain to the Office of the Australian Information Commissioner (OAIC). For further information see <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

If your interaction with us is in New Zealand and we have been unable to satisfactorily resolve your complaint, you can complain to the Office of the Privacy Commissioner. For further information see <https://www.privacy.org.nz/your-rights/making-a-complaint-to-the-privacy-commissioner/>

Changes to this Privacy Policy

This Privacy Policy should be read in conjunction with the [ebm-papst Group Privacy Policy](#).

We may update these policies from time to time to reflect changes to our business or relevant laws. Changes will be published to our website. Please visit our privacy policies regularly.

This Privacy Policy was last updated 10 April 2024.