

Privacy Policy

Australia and New Zealand

Date	31 March 2026
Version number	V2
Drafted by	CFO
For	External and Internal use
Purpose	Privacy policy regarding the collection and processing of personal information

1. General

1.1. This Privacy Policy describes how Landpower Group collects and processes your personal information. This Privacy Policy is prepared in accordance with the New Zealand *Privacy Act 2020* (NZ), including the Information Privacy Principles (**IPPs**), and the Australian *Privacy Act 1988* (Cth), including the Australian Privacy Principles (**APPs**), (collectively, the **Privacy Acts**) and is subject to:

1.1.1. the exceptions set out in the Privacy Acts; and

1.1.2. any other enactment or rule of law that may override the provisions of the Privacy Acts.

1.2. This Privacy Policy applies to:

1.2.1. personal information submitted by you or on your behalf to Landpower Group Limited (trading as CLAAS Harvest Centre), and its related entities and subsidiaries (**Landpower Group**) (as a customer or recipient of services provided by Landpower Group or someone considering becoming one) when enquiring about or purchasing tractors, harvesters, farm equipment & machinery and any other goods, including parts (**Equipment**) or services from Landpower Group or any independent dealer registered with Landpower Group, and otherwise in the course of receiving or using any of Landpower Group's services including the CLAAS Harvest Centre websites (www.claasharvestcentre.co.nz; www.claasharvestcentre.com) (the **Website**);

1.2.2. any personal information provided by you when using the Website or any of Landpower Group's social media pages, or which is automatically retrieved by Landpower Group during your visits to the Website;

1.2.3. any personal information provided to Landpower Group by a third party with which you deal (such as the manufacturer or an independent dealer) in order to progress your enquiry or purchase of Equipment or services from Landpower Group;

- 1.2.4. where you represent an organisation that is, or is considering becoming, a customer or recipient of services provided by Landpower Group, any personal information of any of your organisation's personnel that you provide to Landpower Group; and
 - 1.2.5. any other personal information received by Landpower Group from you from time to time, unless we tell you that the personal information is subject to a different privacy policy (such as the Landpower Group recruitment privacy policy, accessible [here](#)).
 - 1.3. Landpower Group understands the importance of safeguarding the financial and other personal information of its customers and upholding their rights under the Privacy Acts. The Privacy Acts detail how personal information may be collected, used, disclosed, stored and destroyed, and how an individual may gain access to or make complaints about the personal information held about them.
 - 1.4. Personal information collected by Landpower Group is held by Landpower Group. Landpower Group's addresses in each of New Zealand and Australia can be found on the relevant Website.
 - 1.5. While Landpower Group does not sell, publish or give away personal information relating to its customers to any third parties, it may share personal information of customers as set out in this Privacy Policy.
 - 1.6. You agree to the terms of this Privacy Policy and to be bound by the Privacy Policy that is in effect at the time you provide information to Landpower Group or any subsequent version of this Privacy Policy to which you agree applies to your personal information. If you are providing personal information on behalf of a customer or recipient of services provided by Landpower Group or in respect of any of your organisation's personnel then you warrant that you have such individual's consent to do so and that before providing their personal information to Landpower Group you have made that individual aware that Landpower Group will collect and hold their personal information and that this Privacy Policy will apply to its collection, use, disclosure, storage and processing.
 - 1.7. By accessing and browsing the Website you consent to the collection, use, disclosure, storage and processing of your personal information by Landpower Group in accordance with this Privacy Policy. By submitting your personal information to Landpower Group, you acknowledge that you have read and understood and agree to the use of your personal information in accordance with this Privacy Policy.

2. Changes to this Privacy Policy

- 2.1 Landpower Group may modify, alter or otherwise update this Privacy Policy from time to time, with or without notice to you. Such amendments will be effective immediately upon the posting of the amended Privacy Policy on the Website. Landpower Group will provide a notice on the Website when the Privacy Policy has been amended.

3. Definitions

3.1 In Australia:

3.1.1 **Personal Information** – means information and/or opinion (including information or opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual who is identifiable, whose identity is apparent, or whose identity can reasonably be ascertained, from the information or opinion.

3.1.2 **Sensitive Information** – a sub-set of personal information, includes information or an opinion about (for example) an individual's racial or ethnic origin, political opinions, political association membership, religious beliefs or affiliations, philosophical beliefs, professional or trade association membership, trade union membership, sexual orientation or practices or criminal records, and includes health information and genetic information.

3.2 In New Zealand:

3.2.1 **Personal Information** – means information about an identifiable individual.

4. Collection of Personal Information

4.1 Types of Information:

4.1.1 Landpower Group collects personal information from you when you interact with Landpower Group, complete a form, or use the Website or the Landpower Group social media pages. The types of information collected include:

- (a) Contact Information, such as name, email address, mailing address, and phone number;
- (b) Billing and Credit Information, such as financing/leasing information, credit reports, bank account details, billing address and payments;
- (c) Enquiry, Order and Transaction Information, being information concerning the Equipment and/or services you enquire about, ask for a demonstration of, or order;
- (d) Transaction Information, such as your transactions with Landpower Group, including warranty claims, and information concerning usage and servicing of purchased Equipment;
- (e) Website and social media Information, as described in clauses 4.8 and 4.9;
- (f) General Information, such as the information you provide to Landpower Group when you submit a contact us form through the Website, or if you contact Landpower Group or Landpower Group contacts you, the information you provide at that time.

- 4.1.2 Landpower Group may also collect other types of personal information from you (e.g. date of birth), as notified at the time of collection (such as on a form you are asked to complete), in order to support your interactions, enquiries, or transactions with Landpower Group.
 - 4.1.3 Where you have set up an account or purchased Equipment and/or services, information concerning that account, Equipment and/or services may become personal information once it is associated with you, such as customer account number, servicing information, warranty information and machine serial numbers.
 - 4.1.4 Landpower Group may also collect your credit information if you have or your organisation has applied for credit with us. This will include information about your financial circumstances and details about your credit worthiness (which may include other credit you have applied for, information about your repayment history, and whether you have overdue payments or defaults).
 - 4.1.5 Generally Landpower Group does not collect sensitive or health information. However, it may collect sensitive information from you or about you where there is a legal requirement to do so, or where it is otherwise permitted by law (for example, where it has received your consent).
 - 4.1.6 You have the option of not identifying yourself or of using a pseudonym when dealing with Landpower Group, unless the use of your true identity is a legal requirement or necessary to complete the enquiry or transaction. For example, you may be able to provide feedback on an anonymous or pseudonymous basis, but your true identity is required for the placement of orders and the processing of payments.
- 4.2 Purpose of Collection: Landpower Group uses the personal information it collects for the following purposes:
- 4.2.1 consider, follow up on and fulfil your enquiries, demonstration requests and orders for Equipment and/or services from Landpower Group or an independent dealer, including assisting an independent dealer in its dealings with the manufacturer in connection with your enquiries, demonstration requests and orders or any account you have with the manufacturer;
 - 4.2.2 undertake a credit check for the purpose of processing an application for credit, and assist you to obtain finance from a finance provider, where you wish to finance or lease the Equipment being ordered;
 - 4.2.3 administer, manage and monitor any Equipment and/or services provided to you, including in respect of warranties provided for that Equipment, when services are due, and remotely diagnosing your Equipment for servicing purposes;
 - 4.2.4 provide the manufacturer of the Equipment, an independent dealer (if such independent dealer sold you your Equipment) and a service technician with services to enable them to manage your account with them and support and service your Equipment;
 - 4.2.5 undertake and analyse customer satisfaction surveys;
 - 4.2.6 conduct market research and statistical analysis;

- 4.2.7 analyse usage of the Website, including to understand popular features and other user engagement;
 - 4.2.8 improve the Website, the online experience and how Landpower Group interactions with its customers and potential customers;
 - 4.2.9 provide you with personalised or targeted advertising;
 - 4.2.10 provide you with marketing material, newsletters, information on events, promotional offers, and information about other products or services, including select third party products or services;
 - 4.2.11 in the case of anonymised or aggregated technical data (to the extent that it is not possible to re-identify individuals) for research or business purposes, including sharing it with third parties for their research or business purposes;
 - 4.2.12 communicate with you, including to identify you when you want to communicate with Landpower Group;
 - 4.2.13 resolve disputes, investigate complaints, comply with Landpower Group's legal obligations or otherwise protect Landpower Group's property, legal rights, or that of others, including for debt collection and to enforce the terms and conditions of the Website;
 - 4.2.14 detect, investigate, prevent or address, fraud, security or technical issues, including assisting any other authorised agencies (including credit card and EFTPOS facility providers) to do so; and
 - 4.2.15 any other purpose made known to you when collecting the Personal Information.
 - 4.2.16 Landpower Group may also use your personal information for any other purpose permitted by the Privacy Acts or any other applicable law.
- 4.3 We usually collect the above information directly from you unless it would be impracticable or unreasonable to do so.
- 4.4 Landpower Group strives to only collect personal information that is necessary for it to carry on its business, and only for the purposes set out in this Privacy Policy, unless otherwise notified to you at the time of collection. Landpower Group may occasionally collect your personal information from third parties as specified in this Privacy Policy.
- 4.5 Source and Collection:
- 4.5.1 Any information about you will be collected directly from you, unless it is unreasonable or impracticable to do so, or otherwise authorised.
 - 4.5.2 You authorise Landpower Group to collect your personal information from any third party with which you have arrangements in connection with your account with Landpower Group (such as an independent dealer or the manufacturer of the relevant Equipment) in order to (i) progress your enquiry or purchase of Equipment or services from Landpower Group or an independent dealer, (ii) monitor your Equipment for reported issues, advise on warranty claims and servicing requirements, and assist a service technician when servicing your Equipment, or (iii) ensure that account

information held by Landpower Group aligns with account information held by that third party. You also consent to that third party providing any relevant personal information about you that they hold to Landpower Group, which may occur by Landpower Group accessing that third party's systems directly (where such access is permitted by that third party).

- 4.5.3 Where you seek credit in relation to the purchase of Equipment Landpower Group may undertake a credit check using any credit reporting agency. You authorise Landpower Group to collect your personal information from such a credit reporting agency in order to progress your application for credit. If your application for credit involves the use of a finance provider, you also authorise Landpower Group to collect any personal information that you provide to that finance provider to facilitate the provision of credit in connection with the purchase of Equipment by you or to otherwise manage the relationship with the finance provider.
 - 4.5.4 Providing your personal information to Landpower Group is voluntary. However, if personal information Landpower Group requests is not provided, Landpower Group may not be able to respond to your enquiry, fulfil any order you wish to make, or provide the requested services.
 - 4.5.5 In limited circumstances, Landpower Group may receive personal information about you from third parties. Where it obtains personal information about you from third parties, it will inform you.
 - 4.5.6 Landpower Group will ensure that all unsolicited personal information will be afforded the same privacy protection as solicited personal information. Where unsolicited personal information is received, Landpower Group will assess whether it could have collected the information directly from you, and if not, then it will destroy or remove identifying components in the information as soon as practicable, but only if lawful and reasonable to do so.
- 4.6 Manner: Personal information collected will be limited to that personal information necessary to serve the purposes outlined in clause 4.2, and will be collected in a fair manner.
- 4.7 If Landpower Group does not collect, hold, use or disclose your personal information, or if you choose not to provide certain personal information or do not consent to the collection, holding, using or disclosing of your personal information, then Landpower Group may not be able to provide you with answers to your enquiry, complete the transaction you have entered into, or provide goods or services that you or your organisation has contracted Landpower Group to provide.
- 4.8 Website:
- 4.8.1 You may browse and access information contained on the Website without providing personally identifiable information. However, some information may be automatically retrieved while visiting the Website, such as IP address, general location, browser type, referring/exit pages, and operating system. This information may also be retrieved by third party cookies on the Website. Landpower Group may also collect information about the products and services that you view on the Website from time

to time. Further information on the personal information collected in this way, what to do if you do not want it collected and the implications for doing so, is set out in clause 10.

4.8.2 To submit enquiries through the Website, you may need to submit personal information, such as your name, physical address, phone number, email address, business name and other personal details. You may also be asked to submit further information via the Website from time to time. If you do not provide the requested personal information then Landpower Group may not be able to fulfil your request.

4.8.3 From time to time, Landpower Group may enable third parties to advertise on the Website. If you follow a link to a third party website from the Website, the privacy policy of that third party applies, and Landpower Group accepts no liability for breaches of privacy once such a link has been followed.

4.9 Social Media:

4.9.1 Landpower Group also use social media services like Instagram, YouTube, LinkedIn, and Facebook. These services may be linked to the Website through the use of social media buttons. Your use of these third party services is entirely optional. Personal information that you provided to Landpower Group through these services (such as requesting a demonstration) will be subject to this Privacy Policy. In addition, Landpower Group may make use of any personal information that you make public when you use any such third party services for the purposes of Landpower Group's business generally, and such use is not limited to the purposes set out in clause 4.2.

4.9.2 All personal information you provide to us when using these third party services is collected by the third party service provider. The third party services are governed by the privacy policies and/or practices of the third party service providers, for which Landpower Group is not responsible. If you do not want to provide personal information to any of those third parties, or make personal information publicly available, you should not use their particular service.

5. Storage and Security and Management of Information

5.1 Landpower Group will take all practicable steps to safeguard and secure any personal information gathered from you. Landpower Group also ensures all third party service providers it uses for the storage and security of your personal information implement adequate security measures.

5.2 In managing your personal information, Landpower Group may transfer your personal information to third parties to perform services on behalf of Landpower Group, to process the information for Landpower Group, or hold it on behalf of Landpower Group. These third parties comprise cloud vendors, security specialists and other technology service providers and may be offshore. However, in no event will Landpower Group authorise them to use such personal information for their own purposes. Landpower Group remains responsible for the protection of your personal information that is processed or held by such third parties on behalf of Landpower Group.

5.3 Your personal information is held and stored on paper, by electronic means or both. Our employees, contractors and agents are bound by internal information security policies and are required to undergo training about information security. We take reasonable steps to ensure that your personal information is protected from misuse, interference and loss, and from unauthorised access, modification and disclosure:

5.3.1 Data held and stored on our premises is protected by secured entry.

5.3.2 Data held and stored electronically, including “in the Cloud”, is protected by reasonable security practices. We also require our IT contractors and other third parties to implement privacy safeguards.

6. Use of Information

6.1 Landpower Group collects, holds, uses and discloses personal information from you or about you where it is reasonably necessary for, or related to, it carrying out one or more of its business functions and activities.

6.2 When you provide Landpower Group with personal information to submit a warranty claim, it implies that you consent to it collecting and using it in accordance with this Privacy Policy, for purposes associated with administering and resolving the warranty claim.

6.3 Landpower Group generally uses personal information for the purposes described in this Privacy Policy, and for related purposes. Personal information obtained by Landpower Group will not be used except in association with any of the purposes listed in clause 4.2.

6.4 In particular, Landpower Group will collect, hold, use and disclose personal information for the following purposes, as applicable:

6.4.1 to process your orders, carry out transactions and deliver products and services to you

6.4.2 to provide you with services covered under warranty such as service or parts support;

6.4.3 to assess your application for commercial credit

6.4.4 to refer you to CLAAS Financial Services finance program through a CLAAS Harvest Centre

6.4.5 to ensure that you or your organisation complies with obligations under Landpower Group’s credit contract and to collect any overdue payments

6.4.6 to provide dealers with information and training services

6.4.7 for market research, product development and quality assurance

6.4.8 unless you ask Landpower Group not to, to send you information about products, services or special offers which it thinks you may find interesting (including information about third parties)

6.4.9 to assess your application to become employed with Landpower Group or to become a franchisee or to distribute product lines

6.4.10 to otherwise manage Landpower Group’s business

- 6.4.11 for purposes disclosed to you and to which you have consented
 - 6.4.12 for purposes that you would otherwise reasonably expect
 - 6.4.13 for any other purpose required or permitted by law
- 6.5 Unless you have specifically requested otherwise, Landpower Group may use information provided to it for the purposes of marketing the services of Landpower Group or its related entities to you. You can opt out at any time by notifying us. Opt out procedures are also included in marketing communications.
- 6.6 Landpower Group also collects, holds, uses and discloses your personal information for related purposes that you would reasonably expect, such as administrative and accounting functions, record keeping, payment processing, fraud checks, providing you with information about other goods and services, providing you with information about launches of new goods and services, marketing and promotions, market research, newsletter communications, customer feedback and quality assurance surveys, warranty claims, potential product recalls, statistical collation, social media analysis and website traffic analysis.
- 6.7 For the avoidance of doubt, Landpower Group may search personal information collected from you for statistical analysis or to target special offers to you, within the restrictions of the Privacy Acts.
- 6.8 In addition, Landpower Group may use your email address and country information along with those of others to create custom audiences for targeted advertising on platforms of its online partners, like Facebook and Google. This allows Landpower Group to advertise its Equipment to you when you are using those platforms or are within their network. However, Landpower Group's use of your personal information only involves providing these platforms with de-identified information, such as uploading hashed email addresses to these platforms. They match the hash with their user database to deliver Landpower Group personalised advertisements to you. Importantly, email addresses in plain text are not uploaded.
- 6.9 In Australia, under the Australian Privacy Act and under an emergency declaration, Landpower Group may be asked or required to share and/or handle a limited amount of personal information to prevent or reduce the risk of harm in an emergency or disaster that affects Australian's either in Australia or overseas. Landpower Group will do so in accordance with the Australian Privacy Act, and the particular conditions of the relevant declaration.
- 6.10 Landpower Group may communicate electronically with you in marketing its services to you, including by way of email. If you do not wish to be contacted in this manner, Landpower Group should be contacted as per the details contained in this Privacy Policy. You can also opt out of targeted advertising by adjusting your ad preferences on the relevant platforms:
- Facebook Ads Preferences
 - Google Ads Settings.

7. Disclosure of Information

- 7.1 Any entity forming a part of Landpower Group may disclose personal information about you to any other entity forming a part of Landpower Group for the purposes listed in clause 4.2. All such entities forming a part of Landpower Group may use such personal information for the purposes described in this Privacy Policy, and will do so in compliance with the Privacy Acts and all other applicable laws.
- 7.2 Equipment-based disclosures:
- 7.2.1 Landpower Group may share your personal information with or permit access to your personal information by the manufacturer of your Equipment, an independent dealer (if you purchased your Equipment from that independent dealer) and, where servicing is required, third party service providers used to service your Equipment (such as a service technician) for any of the purposes set out in clause 4.2. Sharing of your personal information with the manufacturer also arises where Landpower Group uses applications provided by the manufacturer to record servicing information in respect of your Equipment. Where sharing your personal information with a manufacturer located outside of the relevant Australia or New Zealand Landpower Group will ensure that they are subject to such privacy obligations as required by law.
- 7.2.2 Landpower Group may also share your personal information with any finance provider and other credit providers used to facilitate the provision of credit in connection with the purchase of Equipment by you. While Landpower Group currently uses De Lage Landen Limited it may use any provider.
- 7.2.3 The manufacturer, an independent dealer, those third party service providers and any finance provider may add to or combine personal information shared by Landpower Group with any personal information that you provide to them separately in order to provide their services to you or which they otherwise hold from your engagement with them. They also use the personal information shared by Landpower Group for their own purposes, which may differ from the purposes set out in clause 4.2. They may also disclose the shared personal information to other parties. You should carefully review the privacy practices and notices of the manufacturer, any independent dealer used by you, those third party service providers, and any finance provider (if you wish to finance the purchase of Equipment), as Landpower Group is not responsible for their practices. You may contact Landpower Group if you need help being directed to the privacy policies of those parties.
- 7.3 Landpower Group may also disclose your personal information to (i) its online partners (in a de-identified manner); (ii) debt collectors and its professional advisors and insurers in order to establish, exercise or defend Landpower Group's legal rights; (iii) tribunals and courts, law enforcement authorities and other parties to the proceedings and their professional advisors in connection with any ongoing or prospective legal proceedings; (iv) third parties to the extent required by law or by a court order; and (v) credit card and payment facility providers or other authorised agencies to detect, investigate, prevent or address, fraud.

- 7.4 Landpower Group may also disclose your personal information to government and regulatory authorities, and where permitted by the Privacy Acts or any other applicable law.
- 7.5 Landpower Group will not otherwise disclose to any person or agency your personal information, unless:
- 7.5.1 it is one of the purposes set out in clause 4.2;
 - 7.5.2 it is disclosure to you or a person authorised by you;
 - 7.5.3 it is necessary to enable a sale of Landpower Group's business;
 - 7.5.4 it is necessary to prevent a serious or imminent threat to public health or safety;
 - 7.5.5 it is authorised by the relevant Privacy Commissioner in each of New Zealand or Australia;
 - 7.5.6 the personal information is publicly available;
 - 7.5.7 it is necessary to avoid prejudice to the maintenance of law; and/or
 - 7.5.8 the personal information will not be used in a form which identifies you.
- 7.6 Landpower Group will only assign a unique identifier to you if this is necessary to enable it to carry out its functions efficiently.
- 7.7 Landpower Group will not disclose your credit information to credit reporting bodies, except as necessary to obtain a credit report.
- 7.8 if Landpower Group is acquired or merged with another company, your personal information may be transferred to the new owners so that they may continue to demonstrate and sell Equipment and other goods and services and provide warranty coverage to you.
- 7.9 Overseas Disclosures:
- 7.9.1 Landpower Group is affiliated with other businesses located overseas. In the course of doing business with you, Landpower Group may disclose some of your personal information to overseas recipients, particularly where it has identified commercial opportunities that may benefit you. However, Landpower Group will only do so where:
- (a) In the Australian context:
 - it is necessary to complete the transaction you have entered into; and
 - you have provided consent; or
 - Landpower Group believes on reasonable grounds that the overseas recipient is required to deal with your personal information by enforceable laws which are similar to the requirements under the APPs;
 - the country has been listed by the Australian Government as a "white listed" country that provides substantially similar privacy protections; or
 - it is otherwise permitted by law.
 - (b) In the New Zealand context:

- the overseas recipient is subject to the New Zealand Privacy Act as they do business in New Zealand;
- the overseas recipient will adequately protect the information;
- the overseas recipient is subject to privacy laws that provide comparable safeguards to the New Zealand Privacy Act;
- you have provided consent; or
- it is otherwise permitted by law.

7.9.2 Landpower Group's overseas affiliates are located in New Zealand, Australia, the United States of America, Canada and Europe.

8. Accuracy

8.1 Landpower Group will not use any personal information about you without taking reasonable steps to ensure that the information is up-to-date, complete, relevant and not misleading. This means that Landpower Group will not act on any personal information provided without:

8.1.1 being satisfied that it is accurate; and/or

8.1.2 seeking verification of that information from you or, if necessary, from a third party (where permitted by this Privacy Policy or you have otherwise provided your consent).

8.2 Landpower Group will keep personal information about you for as long as you continue to be a customer of Landpower Group. Thereafter, personal information will be destroyed within seven years of the end of the relationship.

9. Access to and Correction of Personal Information

9.1 You have a right to request access to and/or correction of any personal information held by Landpower Group. Any such requests will be dealt with in accordance with the Privacy Acts. You may also contact Landpower Group at any time to confirm that it holds personal information about you. If you request a copy of that personal information, it will be provided to you within 20 working days. In some instances, we may refuse a request, however we will notify you in writing if such a decision is made. We may recover reasonable costs of retrieving information.

9.2 To make a request or update your personal information please contact Landpower Group as per this Privacy Policy. Please be aware that to exercise any of these rights Landpower Group will first need to verify your identity.

9.3 You may also at any time request that your personal information not continue to be used by Landpower Group, and you may at any time ask to be removed from a mailing list.

9.4 We will take reasonable steps to ensure that the personal information we use or disclose is accurate, complete and up to date, having regard to the purpose of the use or disclosure.

9.5 We deal with credit reporting bodies (eg, Equifax, Experian and Ilion in Australia, and Centrix, Equifax and Ilion in New Zealand). You can contact these credit reporting bodies directly to obtain access to your credit information, request that they not use your credit information for

pre-screening in relation to direct marketing, and to ask them not to disclose your credit information to anyone if you think there is a risk of fraud or identity theft.

10. Destruction and De-identification

- 10.1 Landpower Group takes steps to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure and against other misuse.
- 10.2 Landpower Group will retain your personal information while it is required for any of our business functions or for any other lawful purpose.
- 10.3 Landpower Group will take reasonable steps and will use secure methods to destroy or to permanently de-identify your personal information when it is no longer required for any purpose for which the personal information may be used under this Privacy Policy and otherwise in accordance with the Privacy Acts.

11. Cookies and Automatically Retrieved Information

11.1 Cookies:

- 11.1.1 When you enter the Website, your computer or mobile device may automatically be issued with a cookie, beacon, pixel, tag or similar technology (collectively referred to in this Privacy Policy as cookies). These are text files that identify your computer or mobile device to the cookie provider, so that when you visit the Website again, the cookie will identify your computer to the cookie provider.
- 11.1.2 Landpower Group sets its own cookies and also permits its online partners (currently Google and Facebook) to set third party cookies on the Website, and each is the cookie provider of the cookies it sets. These cookies allow Landpower Group to improve the speed and reliability of the Website, analyse Website usage, provide you with a better experience, undertake and measure the effectiveness of advertising campaigns, including providing personalised advertisements to you based on your prior engagement with the Website and Landpower Group's social media pages.
- 11.1.3 Cookies in themselves do not identify individual users and are not used to collect or store personally identifiable information about you. However, the information they collect still constitutes personal information of the visitor. Visitors have the ability to set their computers to notify them when a cookie is issued, or to reject any cookies, but the latter means that certain of Landpower Group's services may not be provided to the visitor and the Website may not display its pages correctly. You can opt out of Google Analytics tracking (ie the cookies used to analyse Website usage) at any time by installing the Google Analytics Opt-out Browser Add-on. It is also possible to opt out of personalised advertisements based on cookies:
 - Facebook Ads Preferences
 - Google Ads Settings

11.1.4 Please note that cookies used for personalised advertisements are managed by the third parties under their own privacy policies and such third parties hold, use and disclose that personal information in accordance with those privacy policies. These privacy policies can be found here:

- Google Privacy & Terms
- Meta Privacy Policy

If you do not agree with these privacy policies you will need to opt out as set out in this Privacy Policy.

11.2 Automatically Retrieved Information:

11.2.1 Unless you have disabled cookies, some information may be automatically retrieved while you access and browse the Website including:

- (a) the features that you use, the pages that you visit and the actions that you take on the Website;
- (b) your IP address (i.e. the location of your computer on the internet);
- (c) the domain name that you are accessing the internet from; and
- (d) the browser and search engine (if any) that your computer uses.

11.2.2 The information automatically retrieved is used in statistical and aggregate formats to assess the effectiveness of and to improve the Website and Landpower Group's services, and to also determine the preferences and interests of visitors to the Website.

12. Data Breaches

12.1 If we suspect that a data breach has occurred, we will undertake an assessment into the circumstances of the suspected breach.

12.2 In Australia – we will conduct this assessment within 30 days after the suspected breach has occurred, and where it is ascertained that a breach has occurred and where required by law, we will notify the Australian Privacy Commissioner and affected individuals as soon as practicable after becoming aware that a data breach has occurred.

12.3 In Australia – under the Australian Privacy Act and under an eligible data breach declaration, Landpower Group may be asked to share and/or handle a limited amount of personal information to prevent or reduce the risk of harm to individuals whose personal information has been breached. Landpower Group will do so in accordance with the requirements of the Australian Privacy Act, and the particular conditions of the relevant declaration.

12.4 In New Zealand – we will conduct this assessment expeditiously, and where it is ascertained that a breach has actually occurred and where required by law, we will notify the New Zealand Privacy Commissioner within 72 hours of the data breach occurring.

13. Contact details

13.1 We have procedures in place for dealing with complaints and concerns about our practices in relation to the Privacy Acts, the APPs and the IPPs. We will respond to your complaint in accordance with the relevant provisions of the APPs and IPPs.

13.2 If you would like to make a request, or if you have any queries or concerns about this Privacy Policy or if you wish to make a complaint, please contact:

(a) In New Zealand:
Anthony Burg
Chief Financial Officer
privacy@landpower.co.nz

(b) In Australia:
Privacy Officer
Landpower Australia Head Office
31-33 Marshall Court
Altona VIC 3018

Phone: +61 3 9369 1188
Email: privacy@landpower.com.au

If you are not satisfied with the response, you can contact the relevant authority below:

New Zealand	Australia
Office of the Privacy Commissioner PO Box 10094 Wellington 6140 Phone: 0800 803 909 www.privacy.org.nz	Office of the Australian Information Commissioner GPO Box 5288 Sydney NSW 2001 phone: 1300 363 992 Email: enquiries@oaic.gov.au https://www.oaic.gov.au/

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