

PRIVACY

Protecting Your Privacy

Mulpha Events Pty Ltd ACN 098 660 336 (trading as Mulpha Sanctuary Cove International Boat Show) (part of the Mulpha Australia Limited group) is committed to providing you with exceptional service, and this includes protecting your privacy and being open and transparent about what we do with your personal information. In abiding with the Australian Privacy Principles and the *Privacy Act 1988 (Cth)*, we take all possible steps to ensure information about you, is not disclosed to or accessed by unauthorised persons.

This Policy

This privacy policy explains when and why we collect personal information, how we use it, and how and to whom we disclose that information. It also provides details about how you may access and seek correction of the personal information that we hold about you, and what you can do if you are not satisfied with how we have dealt with your personal information.

What types of personal information do we collect

Personal information means any information about an individual from which that person can be identified. It does not include data where your identity has been removed or which not associated with or linked to your personal information (anonymous data).

What personal information we obtain on you depends on the reason it is being collected, but may include your:

- Name
- Address
- Email address
- Telephone number
- CCTV image
- Photograph
- Video footage
- Internet Protocol (IP) address (when you visit our website)
- Card details (when making a payment to us)
- Financial details including sort code, bank account number and name on account (if you are providing services to us)
- Cookies (when you visit our website)
- Activity on our website, including the pages you visited, documents downloaded, and searches made, including whether you have accessed third party sites
- Correspondence with us

How do we collect personal information from you?

We may collect personal information which you give us, or that we collect independently, in one of the following ways:

- When you communicate with us by email or phone
- When you access and interact with our website
- When you purchase a ticket for one of our events via phone or our website
- When you visit one of our events as a ticket holder or exhibitor
- When an application is made by you or on your behalf to attend one of our events or take part in one of our activities

- When you have asked to receive information from us (such as event updates and mailing lists)
- When you enter a competition with us
- When you complete surveys that we use for research purposes, although you do not have to respond to them when we send them to you

Information we collect from others

We collect information from others, such goods or service providers, and our clients. For example when you provide a trades or finance reference as part of applying to enter into an agreement with us for one of our events and you have agreed for your information, including your employment and financial information, to be shared with us.

Using your information

We collect, use and exchange your information so that we can:

- establish your identity
- assess an application to be an exhibitor at one of our events, determine the correct facilities required, the best location for the type of exhibition proposed, and claims or incident history and availability of space at the event;
- process a payment, including credit card payment;
- contact you and manage our relationship with you;
- promote and advertise our events and activities by using photographs or you or which may include you in promotional and marketing activities on our website and on social media channels;
- conduct, manage and improve our business and our customers experience with us;
- design, price and administer our products and services including undertaking website analytics to help us to improve the content of the website and to customise the content or layout of the website for visitors;
- manage our risks (including the security of our events) and help identify and investigate illegal activity, such as fraud; and
- comply with our legal obligations, investigate complaints and assist government and law enforcement agencies or regulators including but not limited to any Government contact tracing scheme to limit the spread of pandemics such as COVID-19.

We may also collect, use and exchange your information in other ways where permitted by law.

Direct marketing

If you don't want to receive direct marketing, you can unsubscribe using the link in the email sent to you or you can contact us using the following methods:

Email: contactus@sanctuarycoveboatshow.com.au

Phone: +61 7 5577 6011

Write to us: Level 6, 99 Macquarie Street Sydney, NSW 2000 Australia.

Exchanging your information

We may exchange (i.e. collect from and disclose to) your personal information with the following parties for the following purposes:

- any of our associates, related entities or contractors;
- agents and persons who assist us to provide our products or services to you;
- trade insurers;
- any industry body, tribunal, or court;
- financial consultants, accountants, lawyers and advisers;

- any person considering acquiring an interest in our business or assets;
- any organisation providing online verification of your identity or bank account, credit card or other payment information;
- service providers, for example payment clearing houses;
- those to whom we outsource certain functions, for example, postage, direct marketing, statement production, debt recovery and information technology support;
- claims-related providers, such as assessors and investigators, who help us with claims;
- financial institutions, for example so that we can process a claim for mistaken payment;
- auditors, insurers and re-insurers;
- government and law enforcement agencies or regulators;
- entities established to help identify illegal activities and prevent fraud; and
- any person where we are required by law to do so.

Sending Information Overseas

Occasionally we may send your information overseas, but only directly to our own offices or agents in an overseas location, and to service providers or other third parties who operate or hold data outside Australia. Where we do this, we make sure as far as reasonably possible that appropriate data handling and security arrangements are in place. Please note that Australian law may not apply to some of these entities.

Security

We will take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We will destroy or permanently de-identify personal information we no longer need or which we are no longer required by law to retain. We have physical, electronic and procedural safeguards to protect your information which is held by us. Your information, both hard-copy and/or electronic records, are held at our secure office premises and at secure offsite premises using trusted third parties. Our office premises are protected against unauthorised access by electronic security passes which are held only by our staff, alarms and cameras. Access to information stored, including electronic records which require login and password authorisation, is restricted to our staff whose job purpose requires access. All our staff undertake information security and privacy training. We have firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses accessing our systems.

Customer rights

Wherever it is lawful and practicable, we will give you the option of not providing information when entering into transactions with us. However, in most cases, if you do not provide the full and complete information requested we will be unable to provide our products or services to you.

How do you access your information?

You may ask us what personal information we hold about you, and you may make a request to access to this information at any time. You may make a request by us by contacting our PRIVACY OFFICER (see below contact details). We may ask you to complete a PERSONAL INFORMATION REQUEST FORM and will process your request within a reasonable time and try to make this information available within 30 days of your request. Before we give you the requested information we will need to confirm your identity.

We generally will not charge you a fee in respect of such access but reasonable administrative costs may be charged in some circumstances. If there is an access charge, we will give you an estimate first and ask you to confirm that you would like us to proceed, if you would like us to we do require payment up front. Generally, the access charge is based on an hourly rate plus any other reasonable costs incurred by us such as photocopying and postage. We do not need to provide access to your information in several circumstances; for example, the information is commercially sensitive, the request is frivolous or would unreasonably interfere with another person's privacy or be in breach of the law, or, where to provide access would pose a threat to health or public safety. If we refuse you access we will advise you of our reasons for doing so.

How do you Correct or update your information?

You may ask us at any time to correct the information we hold about you or that we have provided to others us by contacting our PRIVACY OFFICER (see below contact details). We will process your request within a reasonable time and try to correct the information within 30 days. If it looks like it will take longer, we will let you know the reason for the delay and try to agree to an extended timeframe with you.

If we are able to correct your information because it is indeed inaccurate we will inform you when it is so corrected.

If we disagree with you that the information is inaccurate and should be corrected, we will inform you in writing of our reasons. You may request that we attach a statement to that relevant information noting that you consider it is inaccurate misleading, incomplete, irrelevant or out-of-date. We will take reasonable steps to comply with such a request.

What can you do if you have a complaint?

If you are not happy in respect of how we have dealt with your personal information or in gaining access to it, please contact our PRIVACY OFFICER to discuss your concerns (see below contact details). If we do not resolve your complaint to your satisfaction or we are unable to resolve your complaint you have the right to refer the matter the Office of the Australian Information Commissioner – Privacy Hotline on 1300 363 992 or visit their website at www.oaic.gov.au or writing to GPO Box 5218 Sydney NSW 2001.

How to contact us:

PRIVACY OFFICER

Address: Mulpha Australia Limited

Level 6, 99 Macquarie Street

Sydney, NSW 2000 Australia

Phone: +61 2 9239 5500

Email: company.secretary@mulpha.com.au