

PRIVACY POLICY FOR AUMAKE LIMITED

This is the Privacy Policy of AuMake Limited ACN 150 110 017 (**AuMake**). It applies to AuMake and AuMake owned brands as listed on our website and which include Jumbuck Ugg, UGG Australia, Medigum, HerbSmart, Healthessence and AU8 (referred to as **we**, **our** or **us**) in relation to personal information we collect and hold in the operation of our business comprising our retail and global logistics and delivery services. This Privacy Policy applies to AuMakes's website at <https://aumake.com.au/>, its AUMake and KiwiBuy retail stores and e-commerce (**sites**).

AuMake is committed to protecting your privacy. We handle your personal information in accordance with this Privacy Policy and our obligations under the Australian *Privacy Act 1988* (Cth). This Privacy Policy explains:

1. [How and when we collect your personal information.](#)
2. [The types of personal information we collected](#)
3. [Our use of cookies](#)
4. [Why we collect your personal information](#)
5. [Who we share your personal information with](#)
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Personal information is broadly, any information about or relating to you where you are identified by us, or can be identified. Sensitive information is a special subset of personal information which includes your health information. For the purposes of this privacy policy, any references to "personal information" includes "sensitive information".

1. **How and when we collect personal information**

- 1.1 The personal information we collect about you will depend on who you are (such as an individual customer, an Australian based daigou, a job applicant, a supplier, and our interaction with you.
- 1.2 We collect your personal information when you:
 - (a) visit and use any of our sites;
 - (b) contact or correspond with us or provide feedback or lodge an enquiry with us (whether by email, phone, mail or online);
 - (c) order and purchase or otherwise receive our products or services;
 - (d) register for or use an account with us;
 - (e) subscribe to our communications;
 - (f) invest in our business;
 - (g) request information about us, our products or our services;
 - (h) post or contribute material to or engage with use on any of our sites or social media channels including Wechat; or
 - (i) submit a job application to us.

2. **The types of personal information we collect**

- 2.1 The types of personal information we usually collect about you are:
 - (a) your contact details such as name, email address and telephone number;



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- (b) your delivery details such as your address;
- (c) your date of birth (or age);
- (d) your gender;
- (e) your unique username and password;
- (f) your payment details;
- (g) if you are an Australian daigou:
- (h) If you are a job applicant: other information from your curriculum vitae or job application submitted to us including education history, professional qualifications and memberships

3. Use of cookies

- 3.1 Non-personal information may also be collected by us when you use our sites. Cookies are used to collect information about the pages you access when visit our sites, your browser type, versions and language, operating system and referring website address. Your cookie preferences can be configured on your browser.
- 3.2 We collect this information to understand visitor traffic, trends and delivering personalised content to you during your visit.
- 3.3 Our sites makes use of location-aware technologies in order to present geographically appropriate content. Whilst using the sites, anonymous user location information is obtained (e.g. rough latitude and longitude) through the user's IP address in order to present more relevant data. This information is not shared with any third party providers.

4. Why we collect personal information

- 4.1 We collect your personal information to conduct our business operating our retail shop front and e-commerce platforms, promoting and selling our Australian and New Zealand brands, providing our retail services and our global logistics/ delivery services, managing our retails alliances and delivering events.
- 4.2 While you can access and browse our sites without providing personal information, if you do not provide us with the information we request we may not be able to process or deliver your order or respond to your enquiry or complaint.
- 4.3 In particular the purposes for which we collect your personal information include to:
 - (a) process and complete your online and in-store orders and transactions with us;
 - (b) deliver our products to you;
 - (c) communicate with you, including by social media such as WeChat, and provide you with information, products or services you have requested;
 - (d) respond to your enquiries;
 - (e) manage and administer any account you may hold with us ;
 - (f) deliver our retail events;
 - (g) promote and market our products and brands, services and events to you or provide you with information about products and brands, services and events which we believe may be of interest to you from us;
 - (h) assess your credit worthiness if you are a supplier; and
 - (i) process a job application you submit.



5. Who we share your personal information with

- 5.1 In order to operate our business we may disclose, or provide access to, your personal information to certain third parties for the purposes described above. These include to:
- (a) our related entities and brands [so that they can help us to provide you with the requested products or services, including by contacting you;
 - (b) our retail alliance partners; and
 - (c) third parties we contract with to help provide our services including customer support, processing transactions and customer freight shipping.
- 5.2 We may also disclose your personal information to relevant public, government or regulatory authorities, our legal representatives or other concerned parties, in certain circumstances required or authorised by law.
- 5.3 Some of the third parties to whom we disclose your personal information may be located outside Australia. The countries where they are located depends on the circumstances, but they generally are China and New Zealand.
- 5.4 We may also transfer personal data in connection with a merger or sale involving all or part of us or as part of a corporate reorganisation or share sale or other change in corporate control.

6. Access to and correction of your personal information

You have the right to access and to request correction of the personal information we hold about you. If you wish to access, correct or update any personal information we hold about you, you can log in to your user account (if you have one) to edit your details or you can contact us using the details set out in section 9 below. We will advise you if we may impose a charge for providing access to the information you request and we may refuse access to some or all of the information requested in certain circumstances permitted by applicable laws.

7. Storage and security of your personal information

- 7.1 We take reasonable steps to keep your personal information secure and have dedicated security staff. Any personal information that is collected via our sites or which is stored on our IT systems is protected by a range of safeguards and security measures including physical, technical and procedural methods.
- 7.2 We will destroy personal information after it is no longer required for any purpose for which it was collected by us or we are otherwise purpose for which we are permitted or required by law to keep

8. Privacy queries or complaints

- 8.1 If you have any questions or concerns about this Privacy Policy how we have handled your personal information, or if you wish to make a complaint, please contact us using the details in section 9 below.
- 8.2 We will respond to you within a reasonable time to confirm receipt and if necessary your identity. We will investigate your enquiry or complaint and endeavour to respond to you promptly. If you are not satisfied with our resolution of your complaint, you may contact the Office of the Australian Information Commissioner (OAIC) to make a complaint via their website: oaic.gov.au.

9. Our contact details

- 9.1 If you have a query about this Privacy Policy or how we have handled your personal information, or you wish to request access to or correction of your personal information or to make a complaint, please contact us using any of the following details:



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- E-mail: suppliers@aumake.com.au
- Post: 42 Percy Street, Auburn, NSW 2144, Australia

10. Updates to this Privacy Policy

- 10.1 This Policy was last updated in **August 2019**. We may, from time to time, review and update this Privacy Policy. Any changes will be published on our sites and will apply to the personal information we hold. By continuing to use our sites, or otherwise continuing to deal with us, you accept this Privacy Policy as it is updated from time to time.