



PRIVACY POLICY - USA

1. OUR POLICY

Cruisemaster Australia Pty Ltd, ABN 44 010 033 762 ('Cruisemaster', 'we', 'us', 'our') have created this policy ('Privacy Policy') because we know that you care about how information you provide to us is used and shared. This Privacy Policy relates to the information collection and usage practices of Cruisemaster in connection with its website <https://cruisemaster.com.au> ('website'). By visiting our website, you agree to the terms of this Privacy Policy.

2. SCOPE

This Privacy Policy applies to all personal information collected by Cruisemaster in the course of providing services to our current and potential clients, regardless of the source of that personal information. This Privacy Policy is available for public viewing at <https://cruisemaster.com.au/privacy-policy/>

This Privacy Policy should be read in conjunction with Cruisemaster's terms and conditions when using a Cruisemaster website and when interacting with Cruisemaster in person. These terms and conditions are available at: <https://cruisemaster.com.au/terms>

2.1 Terms and Definitions

The key terms used in this Privacy Policy are defined below, unless the context indicates otherwise:

Billing information means a credit card number, credit card expiration date, billing zip code, activation code, bank information, and other similar information.

Contact information means any contact details including but not limited to, name, e-mail address, phone number and delivery address.

- a. <http://www.cruisemaster.com.au/> and/or
- b. <http://www.cruisemastertpc.com.au/>

Order information means the products you would like to order, and the shipping information.

Site means Cruisemaster's current public facing websites:

3. REFERENCES

- AS/NZS ISO 45001:2018—Occupational health and safety management systems - *Requirements with guidance for use*, clause 6.1.3
- AS/NZS ISO 9001:2016—Quality management systems – *Requirements*, clause 8.2.1
- Nevada Revised Statutes, Title 52 *Trade Regulations and Practices*, Chapter 603A
- The Civil Code of the State of California, Title 1.81 *Customer Records*, Section 1798.83

4. RESPONSIBILITIES

General Manager	<ul style="list-style-type: none"> The General manager has the ultimate responsibility for this policy and must ensure, so far as is reasonably practicable, that the requirements of this policy are upheld, and that adequate resourcing is made available to address the requirements of this policy.
Privacy Officer	<ul style="list-style-type: none"> The Privacy Officer is the conduit between Cruisemaster's clients, customers, and management. The Privacy Officer is Cruisemaster's key contact for members of the public and clients with privacy concerns. The Privacy Officer function is an additional task appointed to the customer service role.
HSE Manager & Quality Manager	<ul style="list-style-type: none"> The HSE Manager and Quality Manager are responsible for reviewing this policy and associated procedures and processes through internal audit and management review.
All managers and employees	<ul style="list-style-type: none"> All managers and employees are responsible for ensuring all clientele personal information is recorded, stored, and only used in accordance with this policy.

5. PRIVACY PROCEDURES

5.1 Information Collected and/or Received

In the course of operating the website, and/or interacting with you, Cruisemaster will collect (and/or receive) the following types of information.

5.1.1 Contact Information

When you contact us through the 'Contact Us' feature on the website, make a product or service inquiry, order a product, make a product complaint or a warranty enquiry, or sign up to receive our newsletter or be on our mailing list, you will be asked to provide certain contact information. The contact information is used to provide the requested service or information and to contact you for purposes of direct marketing of our current and future services.

5.1.2 Order Information

When you order products through our website, we will ask you to provide certain additional information, including but not limited to, the products you would like to order, and the shipping information.

5.1.3 Billing Information

In order to purchase products, you will be required to provide certain billing information. Such billing information will be collected and processed by our third-party payment processor pursuant to the terms and conditions of their privacy policies and terms of use. Cruisemaster does not directly obtain, store, or process any billing information.

5.1.4 Other Information

In addition to the contact, billing, and order information, we may collect or receive the following information:

5.1.4.1 From Your Activity

In an ongoing effort to improve the website, we automatically collect certain information when you visit the website. This information consists of IP addresses, browser type and language, referring and exit pages,

URLs, date and time, amount of time spent on particular pages, what sections of the website you visit, and similar information concerning your use of the website (collectively, 'activity information').

5.1.4.2 From Cookies

We also collect activity information by using 'cookie' technology. Cookies are small packets of data that a website stores on the hard drive of your computer or mobile device to remember information about your visit. We may use session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer/device until you delete them). If you do not want us to place a cookie on your hard drive, you may be able to turn that feature off on your computer or mobile device. Please consult your internet browser's documentation for information on how to do this and how to delete persistent cookies. However, if you decide not to accept cookies from us, the website may not function properly.

5.1.4.3 Third-Party Analytics

We may use one or more third-party analytics services to evaluate your use of the website, compile reports on activity (based on their collection of IP addresses, Internet service provider, browser type, operating system and language, referring and exit pages and URLs, data and time, amount of time spent on particular pages, what sections of the website you visit, number of links clicked while on the website, search terms and other similar usage data), and analyse performance metrics. These third parties use cookies and other technologies to help analyse and provide us the data. By accessing and using the website, you consent to the processing of data about you by these analytics providers in the manner and for the purposes set out in this Privacy Policy. For more information on these third parties, including how to opt out from certain data collection, please visit the websites below. Please be advised that if you opt out of any service, you may not be able to use the full functionality of the website.

For Google Analytics, please visit <https://www.google.com/analytics>

5.2 Usage and Sharing of your Information

You authorise us to use the contact information, order information, and other information (collectively, the 'information') to provide our website and products to you, solicit your feedback, inform you about our products and services and those of our third-party marketing partners, and to improve the website. Also, we may use and share the information as described below.

5.3 Agents, Providers and Related Third Parties

We may engage other companies and individuals to perform certain business-related functions on our behalf. Examples may include providing technical assistance, order fulfillment, customer service, repair, installation or maintenance services, market research, billing and debt collecting services, insurance services, and marketing assistance. These other companies will have access to the information only as necessary to perform their functions and to the extent permitted by law. We may also share your information with any of our parent companies, subsidiaries, or other companies under common control with us.

5.4 Aggregated Information

In an ongoing effort to better understand users of the website, we may analyse the information in aggregate form in order to operate, maintain, manage, and improve the website. This aggregate information does not identify you personally. We may use this aggregate information for marketing purposes. We may share this aggregate information with our affiliates, agents, business and business partners, and other third parties. We may also disclose aggregated user statistics in order to describe the website and our products to current and prospective business partners and to other third parties for other lawful purposes.

5.4.1 Business Transfers

As we develop our businesses, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganisation, sale of assets, dissolution, or similar event, the information may be part of the transferred assets.

5.4.2 Legal Requirements

To the extent permitted by law, we may also disclose the information:

- a. when required by law, court order, or other government or law enforcement authority or regulatory agency; or
- b. whenever we believe that disclosing such information is necessary or advisable, for example, to protect the rights, property, or safety of Cruisemaster or others.

5.5 Accessing and Modifying Personal Information and Communication Preferences

You may access, review, and make changes to your personal information by contacting us at privacy@cruisemaster.com.au. In addition, you may manage your receipt of marketing and non-transactional communications by clicking on the 'unsubscribe' link located on the bottom of any Cruisemaster marketing email. We will use commercially reasonable efforts to process such requests in a timely manner. You should be aware that it is not always possible to completely remove or modify information in our subscription databases.

5.6 Protection of your Information

Cruisemaster takes commercially reasonable security measures to protect your information from loss, misuse, and unauthorised access, disclosure, alteration, and destruction, considering the risks involved in processing and the nature of such data, and in compliance with applicable laws and regulations. You should keep in mind that no internet transmission is 100% secure or error-free. In particular, e-mail sent to or from the website may not be secure, and you should therefore take special care in deciding what information you send to us via e-mail or other electronic means.

5.7 Links to Third-Party websites

The website may, from time to time, contain links to other external websites. Cruisemaster encourages you to review the privacy and security policies of any externally linked websites that may be accessed through the website. Cruisemaster assumes no responsibility or liability for the information collection and disclosure practices of any external websites that a user can access through the website. Please check the privacy policies of these external websites before you submit any personal information to them.

5.8 Important Notice to Non-Australian Residents

Our servers are located in Australia. Please be aware that your information, including your personal information, may be transferred to, processed, maintained, and used on computers, servers, and systems located outside of your state, province, country, or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you are located outside Australia and choose to use website, you do so at your own risk.

5.9 California Privacy Rights

Pursuant to Section 1798.83 of the California Civil Code, residents of California have the right to obtain certain information about the types of personal information that companies with whom they have an established

business relationship (and that are not otherwise exempt) have shared with third parties for direct marketing purposes during the preceding calendar year, including the names and addresses of those third parties, and examples of the types of services or products marketed by those third parties.

If you wish to submit a request pursuant to Section 1798.83, please contact Cruisemaster's Privacy Officer via email at privacy@cruisemaster.com.au

5.10 Do Not Track

Cruisemaster does not monitor, recognise, or honour any 'do not track' mechanisms including general web browser, 'do not track' settings and/or signals.

5.11 Nevada Privacy Rights

If you are a resident of Nevada, you have the right to opt-out of the sale of certain personal information to third parties. You can exercise this right by contacting us at privacy@cruisemaster.com.au with the subject line "Nevada - Do Not Sell Request" and providing us with your name and the email address associated with your account. However, please note that we do not sell personal data.

5.12 About Children

Cruisemaster does not knowingly collect or receive personal information from children under the age of 18 through the website. If you are under the age of 18, please do not provide any personal information through the website. We encourage parents and legal guardians to monitor their children's internet usage and to help enforce this Privacy Policy by instructing their children to never provide any personal information on the website or any other web site without their permission. If you have reason to believe that a child under the age of 18 has provided personal information to Cruisemaster through the website, please contact us at privacy@cruisemaster.com.au, and we will endeavour to delete that information from our databases.

5.13 Changes to this Privacy Policy

This Privacy Policy is effective as of the version date stated at the footer of this document. We may change this Privacy Policy from time-to-time and will post any changes on the website as soon as they go into effect. By visiting the website, after we make any such changes to this Privacy Policy, you are deemed to have accepted such changes. Please be aware that, to the extent permitted by applicable law, our use of the information collected is governed by the Privacy Policy in effect at the time we collect the information. Please refer back to this Privacy Policy on a regular basis.

5.14 Contact Us

If any person would like to access or correct personal information that Cruisemaster holds about them, has any questions about this Privacy Policy, or to report a privacy issue, they should contact the Privacy Officer in the first instance:

By mail	By email	By phone
PO Box 14 Virginia BC QLD 4014 Australia	privacy@cruisemaster.com.au	+61 7 3624 3800

6. REPORTING

Where privacy issues are recorded by the Privacy Officer, these must be reported through management reporting to Cruisemaster's executive and, if required, to Board level. Internal privacy issues may be recorded as non-conformances and reported through quality systems reporting.

7. MONITORING AND REVIEW

This policy may be amended from time-to-time and is monitored through internal audit and scheduled reviews as required by the document review schedule, or may also be amended:

- when a risk management process requires a review as a corrective action from an incident or unplanned event, or
- when changes in legislation require a review to comply, or
- when changes in compliance standards or best practice evidence suggests a review, or
- when changed company operations mandate a review.

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