

# **IMT Industries Pty Ltd**

## **Privacy Policy**

*This Privacy Policy was last modified and published on May 24, 2018 and will take effect as of May 25, 2018 in compliance with the European Union General Data Protection Regulation (GDPR).*

IMT Industries Pty Ltd, ("Clake") has created this policy in order to make sure our customers and visitors to our website are freely able to access our Data Policy and know exactly where our data, and more importantly their own data is handled by us. This Privacy Policy explains exactly what information will be collected and how this information will be used, as well as addressing how customers can control the collection, correction and/or deletion of information.

This Privacy Policy applies to the data we collect from customers who during the purchasing process supply information to us in order for us to offer our products to suit the specific needs of customers and in order to ship these products to our customers or to a designated destination supplied by our customers. We will never use or share any customer information with anyone, without the express permission of a customer in the case of a redirection or professional third party fitment of our products as described within this Privacy Policy. This Privacy Policy does not apply to information collected from other sources outside of this website or direct communications with customers.

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## **Information We Collect**

### ***User-Provided Information:***

This is information that you provide to us such as your name, e-mail address, shipping/billing addresses, motorcycle details and other personally identifiable information (all referred to as "Personal Information") when ordering from our website or via email or phone correspondance. If you correspond with us directly, be that via phone, email, in person or via our contact us page on the website we may store this information or part thereof for warranty, product recalling, location of lost shipment/s and requested repair or part replacement after initial purchase and shipment of products.

### ***Third Party Analytics Services:***

IMT Industries utilises third party analytical services such as Google Analytics. For more information on the privacy policy of Google please see here:

[www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/)

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## **How We Use This Information**

The Personal Information you submit when ordering is collected in order to ensure we are able to provide the correct product/s for your application as well as ensure shipment is made to the correct address and that the appropriate taxes are applied both on the customers end (such as collection of GST for customers within Australia) as well as on our end (such as the payment of GST to the Australian Taxation Office), this information is also required to calculate shipping rates and fill out customs declarations on international orders as is required by law.

By providing us with your email address through these means, you acknowledge we may use the email address to send you order/product related information such as but not limited to confirmation of details, shipment tracking, warranty, delay/lead time updates and product recalls.

We may use certain information about you and/or your order internally for purposes such as analysis of product demand, diagnosing service or technical problems with the website or website hosting and maintaining and improving security.

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## **How We Share Your Information**

### **Personal Information**

We will not rent or sell your Personal Information to others. We may share your Personal Information with third parties (such as website hosting providers, payment processors and database providers) for the purpose of providing our services and products to you. If we do this, such third parties' will be contractually bound to safeguard your Personal Information. We may store Personal Information in locations outside of our direct control (for instance, on servers or databases co-located with hosting providers) on the basis of an agreement to safeguard your information.

As we develop our business, we may buy or sell assets or business offerings as well as the potential of a buyout or merger of IMT Industries Pty Ltd. Customer details, emails, and website visitor information is generally one of the transferred business assets in these types of transactions.

Except as otherwise described in this Privacy Policy, we will not disclose Personal Information to any third party unless required to do so by law or subpoena or if we believe that such action is necessary to:

- (a) conform to the law, comply with legal process served on us or our affiliates, or investigate, prevent, or take action regarding suspected or actual illegal activities;*
- (b) to take precautions against liability, to investigate and defend ourselves against any third-party claims or allegations, to assist government enforcement agencies, or to protect the security or integrity of our website; and*
- (c) to exercise or protect the rights, property, or personal safety of IMT Industries Pty Ltd, our employees, our customers or others.*

## **Payment Services**

We offer Stripe and PayPal integration. All Stripe and PayPal transactions are subject to the respective policies and are unable to be controlled by IMT Industries Pty Ltd.

**Stripe Privacy Policy:** <https://stripe.com/ie/privacy>

**PayPal Privacy Policy:** <https://www.paypal.com/us/webapps/mpp/ua/privacy-full>

## **Non-Personal Information**

We may share non-personally identifiable information (such as anonymous usage data, referring/exit pages and URLs, platform types, number of clicks, etc.) with interested third parties to help them understand the usage patterns of customers and visitors of our website in order to help us improve our website usability, marketing efforts and product information.

## **Targeting and Marketing**

Although we do not serve third-party advertising on our website, we may work with third-parties to target advertising for our site on the third-party websites. Cookies can record your visit to our website, the pages you have visited and the links you have followed. We can then use this information to make our website more relevant to your interests and suggest products that would better suit your application. We may also share this information with third parties for this purpose. As of current we do not utilise cookies on our website.

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## **Data Transfers outside the EEA**

If you are a resident of the European Union or European Economic Area, please note that we are located in Australia and when you provide us with your Personal Information we will process it in countries outside the European Economic Area ("EEA"), such as the Australia, which may not provide the same level of data protection as in your jurisdiction. This is necessary in order to produce and supply our products which in nearly all cases are made to order, and manufactured/assembled in our factory in Australia. Regardless of where your Personal Information is located, we will adopt measures to protect your Personal Information as set out below.

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## How We Protect Your Information

We care about the integrity and security of your Personal Information and implement appropriate technical and organisation security measures to safeguard your Personal Information. We cannot, however, ensure or warrant the security of any information you transmit to IMT Industries Pty Ltd or guarantee that your personal information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

### **Compromise of Personal Information**

In the event that Personal Information is compromised as a result of a breach of security, we will promptly notify those persons whose Personal Information has been compromised, in accordance with the notification procedures set forth in this Privacy Policy, or as otherwise required by applicable law.

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## Your Choices About Your Information

### **Decline to Submit Information**

You may, of course, decline to submit Personal Information through the Service, in which case IMT Industries Pty Ltd may not be able to provide products or services for you as data is required to do so.

### **Update Account Information**

You may update or correct your account information and email preferences at any time by contacting us directly at [sales@clake.com.au](mailto:sales@clake.com.au)

### **Unsubscribe From Emails**

To unsubscribe from a particular email sendout, click the "unsubscribe" link at the bottom of that email. We do not usually send these out as we know they are both annoying and often not asked for but in the case of development projects undertaken by IMT Industries we have in the past, and potentially will in the future, asked for customer participation or "crowdfunding" to be undertaken which can include email updates sent out in a mailout format to multiple subscribers. We may disclose your opt-out choices to third parties so that they can honor your preferences in accordance with applicable laws.

## **EEA Residents**

If you are located in the EEA, or if otherwise required by applicable law, you also have the following rights in relation to your information:

**Inspection and access:** you can request from us a summary and a copy of any Personal Information we hold about you;

**Correction/addition/removal:** where you believe your information is inaccurate or incomplete, you are entitled to request us to correct, amend or delete it;

**Portability:** you may request that we send you any Personal Information that you have provided to us or ask that we send this information to a third party;

**Objection:** you may object to us using your Personal Information where we use it based on our legitimate interests to do so;

**Restriction:** you may request that we restrict the processing of your information where you believe it is inaccurate, our processing is unlawful, you believe we no longer need the information or if you have objected to our use of it; and

**Automated Decision Making:** where we undertake automated decision making (including profiling), which significantly affects you, you are entitled to object to such decision-making. You always have the right to lodge a complaint with the relevant supervisory authority for data protection in your jurisdiction.

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## **Links to Other Websites**

We are not responsible for the practices employed by websites linked to or from our website, nor the information or content contained therein. Please remember that when you use a link to go from our website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

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## **Notification Procedures**

It is our policy to provide notifications, whether such notifications are required by law or are for marketing or other business related purposes, to you via email notice, written or hard copy notice, or through conspicuous posting of such notice on the Service, as determined by us in our sole discretion. We reserve the right to determine the form and means of providing notifications to you, provided that you may opt out of certain means of notification as described in this Privacy Policy.

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## **Changes to Our Privacy Policy**

We may update its Privacy Policy from time to time, and so you should review this Policy periodically. When we change the policy in a material way, we will update the 'last modified' date at the top of this Privacy Policy. Changes to this Privacy Policy are effective when they are posted on this page.

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## **Contact Us**

If you have any questions about our Privacy Policy please contact us at [sales@clake.com.au](mailto:sales@clake.com.au)