

# RPM – Privacy Policy

## 1. Protecting your privacy

RPMGlobal Holdings Limited and its related subsidiary and group companies (together 'RPM' or the 'Company') is a company incorporated and operating under the laws of Australia, having its principal place of business at Level 2, 295 Ann Street, Brisbane, Queensland, Australia 4000.

RPM is committed to protecting your privacy and your personal information.

RPM as a publicly listed company on the Australian Stock Exchange (ASX: RUL) is bound by the Privacy Act 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**) and is an APP Entity under the provisions of that Act.

This privacy policy applies to the information collected by RPM including any and all subsidiary companies of RPM, in its dealings with you including but not limited to through the RPM Website and/or RPM Store and/or in person.

## 2. What personal information does RPM collect and store?

When you visit our website or request or receive products or services (**RPM Products or Services**) from us by email or in person, RPM may collect and hold personal information from you. Personal Information may be collected from you and subsequently held by RPM as a direct or indirect result of RPM's dealings with you including but not limited to during the provision of RPM Products or Services to you or following referrals of third parties. The personal information we collect and hold may include your name, company, title or position, contact details (such as email address, phone number, and postal address, username and password, machine identification details) and any other information relating to you which you may provide.

We may also collect and hold demographic information, such as your post code (or ZIP), age, gender, preferences, interests and favourites.

As a user of RPM Software and recipient of RPM Services, RPM may request at the time of installation of that Software (or an upgrade or new release of that Software) or receipt of those Services whether you wish to assist RPM to improve its products and services by sending us anonymous usage data about how you are using the Software and/or services (**RPM Software Analytics**).

By installing and using RPM Software and not opting out from RPM Software Analytics, you are agreeing to and are granting RPM the right and permission to collect, maintain, process and use analytics data related to your use of our Software. All the data we collect is anonymous and RPM does not store any personally identifiable information. For the purpose of the RPM Software Analytics program, RPM may rely on third party analytics services to collect and process this data and such data is stored and processed on servers located in Europe and the USA. You can opt in or out of analytics any time from the Software "about box".

If you choose to make a purchase of RPM Products or Services in the RPM Store or directly from RPM, we will collect and hold additional information, such as your credit card number, expiry date and billing details and address and will also collect information in respect of the RPM Products and Services you purchase from us.

We may collect and hold information about your visit to the RPM Website and/or RPM Store. For example, we may use web analytics tools to retrieve information from your browser, including the site you came from, the search engine(s) and the keywords you used to find the RPM Website and/or RPM Store, the pages you view within the RPM Website and/or RPM Store, your browser add-ons, and your browser's width and height. Additionally, we collect and hold certain standard information that your browser sends to every web site you visit, such as your IP address, browser type and language, access times and referring web site addresses.

When you use our website we may also collect and hold information from your browser, such as language choice, to improve your customer experience, for example by making the RPM Website and/or RPM Store accessible to you in your preferred language where possible.

Whilst RPM acknowledges your right under the APP's to deal anonymously or by pseudonym and to elect not to permit RPM to collect or store personal information, except in relation to general enquiries or complaints made to RPM on an anonymous basis, it is impractical for RPM to deal with you with respect to RPM Products or Services unless you identify yourself and provide the required personal information.

### 3. How do we store, use and disclose personal information?

The information collected and held by RPM may be used and disclosed by RPM for purposes such as:

- with respect to RPM Software Analytics program, the information collected can assist RPM with analysis about software bugs and crashes, analysis on most used software features, provision of in-app messaging with the latest product news and automatic checks for the latest software updates so RPM can let you know when they are available;
- providing our web based or delivered RPM Products or Services;
- administering our relationship with you, providing RPM Products or Services;
- responding to customer or supplier enquiries;
- processing and responding to investor enquiries;
- processing applications for employment;
- business development including sending marketing releases, publications, and details of training events;
- meeting legal or other regulatory obligations imposed on us;
- auditing usage of our websites;
- developing, customising, enhancing and operating the RPM Website and/or RPM Store and to carry out the transaction(s) you have requested or authorised;
- provide customer support for any RPM Products or Services provided to you;
- respond to questions or complaints;
- to conduct customer surveys;
- to detect and prevent fraud;
- to provide a more effective customer service, improve the RPM Website and/or RPM Store; and
- to provide you with important information about the RPM Products and Services that you are using, including critical updates and notifications.

Occasionally we may use personal information to provide you with information about other RPM Products and Services together with events and promotions that we believe may be of benefit to you. If you prefer not to receive these updates please email us at [privacypolicy@rpmglobal.com](mailto:privacypolicy@rpmglobal.com) and put "unsubscribe" in the subject line together with the name of the publication you wish to unsubscribe from. Our marketing communications will also include an "unsubscribe" link.

We may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law, ASX listing rule requirements or respond to lawful requests or legal process; (b) protect the rights or property of RPM or our customers; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of RPM staff, customers or the public. We may also disclose personal information as otherwise permitted by law and as part of a corporate transaction such as a merger or sale of assets.

Information that is collected by RPM may be stored, transited through and/or processed in Australia or any other country/region in which RPM or its subsidiaries, or authorised service providers maintained facilities. Outside of Australia these locations include Brazil, Canada, Chile, China, Hong Kong, Indonesia, Mongolia, Russia, South Africa, Turkey, USA and India. For the purpose of the RPM Software Analytics program, RPM may rely on third party analytics services to collect and process this data and such data is stored and processed on servers located in Europe and the USA.

Except as otherwise described in this statement or with your permission, personal information you provide to RPM will not be shared outside of RPM and its controlled subsidiaries and affiliates and approved business partners.

RPM stores your personal information in different ways, including in paper and in electronic form. RPM takes security of your personal information very seriously and uses a variety of security procedures in our RPM Website and RPM Store to help protect personal information from unauthorised access, use, or disclosure.

We may use cookies on the RPM Website and/or RPM Store.

## 4. Access to and correction of personal information

You have a right to request access to personal information held by RPM and to request its correction. If you have an account with the RPM Store, you can review and edit the personal information you provided at the RPM Store by signing into the RPM Store account. If your personal information changes and you wish us to amend it please let us know by sending an email or communication to the details in the contact information section below and we will update our records.

## 5. Agreement to terms of privacy policy

By using the RPM Website, RPM Store, RPM Software Analytics and/or providing information to us, you consent, accept and agree to the collection and use of your personal information for the purposes described in this policy. In circumstances where it is not practical or possible for you to access this policy on RPM's website, RPM will upon request made to the details in the contact information section below can provide you with a copy of this Privacy Policy.

RPM reviews its policies regularly and occasionally may need to change or update them.

This Privacy policy was last reviewed and updated on 28 **August 2017**.

## 6. Contact information

Requests relating to RPM's Privacy policy including but not limited to complaints, details of alleged breaches of this policy or the APPs, requests for access to personal information or correction, complaints or concerns or for further information about how we process and treat personal information or comments or suggested improvements on RPM's Privacy policy can be sent by email to: [privacypolicy@rpmglobal.com](mailto:privacypolicy@rpmglobal.com) or by writing to:

Company Secretary  
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