

BOSNAR ENGINEERING

PRIVACY POLICY

Status: November 2025

Protecting the security and privacy of your personal data is important to us. Therefore, Bosnar Engineering ABN 92 696 85 421 ("Bosnar") processes personal data in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. GENERAL INFORMATION ON DATA PROCESSING

1.1 PURPOSE OF PROCESSING, CATEGORIES OF PERSONAL DATA PROCESSED

When engaging with Bosnar's services, website, or premises (each a "Bosnar Service"), Bosnar may process the following personal data about you:

Contact and Identity Information:

Personal data that you actively and voluntarily provide when requesting quotations, placing orders, or contacting us, including name, business name and position, email address, phone and mobile numbers, business address, and postal address.

Business and Financial Information:

Data necessary for credit assessment and payment processing, including Australian Business Number (ABN) or Australian Company Number (ACN), Tax File Number (where required for contractor payments), bank account details, credit card information (processed through secure payment gateways), credit history and credit reporting information, trading history and payment records, and financial references.

Technical and Project Information:

Information necessarily processed in a project or contractual relationship with Bosnar, including product specifications

and requirements, project details and drawings, technical correspondence, service history, and warranty claims.

Website and Communication Data:

Information that is automatically sent to us by your web browser or device, such as IP address, device type, browser type, referring site, pages visited and time spent on our website, cookies and similar tracking technologies, and email engagement data.

CCTV and Premises Data: CCTV footage and related information if you visit our premises.

Other Information: Personal data collected from publicly available resources, business directories and public registers (ABN, ASIC), information you provide in surveys or feedback, records of communications with us, and information from credit reporting bodies and credit reference agencies.

Please consider that in the event of your revocation, some of the services offered cannot be carried out, such as credit applications, acceptance and execution of orders, handling of pre-contractual measures, and others.

We process your personal information for the following purposes:

To provide Bosnar Services and manage customer relationships:

To process orders, manufacture products, deliver goods, provide technical support and training

To verify your identity and enable authentication

To communicate with you as a customer, prospective customer, sales partner, and supplier regarding products, services, and projects

Planning, performing, and managing contractual relationships:

Performing transactions and orders of products or services

Processing payments, performing accounting, auditing, billing, and collection activities

Arranging shipments and deliveries, facilitating repairs and providing support services

Credit assessment and management:

To assess credit applications, manage credit accounts, monitor payment performance

Marketing and business improvement:

To send you marketing information or to contact you in the context of customer satisfaction surveys, marketing campaigns, market analysis, or promotional activities

Analysing customer needs, improving products and services, conducting research

Security and compliance:

Maintaining and protecting the security of our products, services, and premises

Preventing and detecting security threats, fraud, or other criminal activities

Ensuring compliance with legal obligations (such as taxation, record keeping, export control, business partner compliance screening)

Solving disputes, enforcing our contractual agreements, and establishing, exercising, or defending legal claims

1.2 THE LEGAL BASIS OF PROCESSING DATA

Personal data will only be processed to the extent necessary to achieve the aforementioned purposes. With regard to the Privacy Act 1988 (Cth) and the Australian Privacy Principles, the legal basis for data processing includes:

- * Bosnar exercising its rights and performing its obligations in connection with any contract we make with you, including processing operations necessary to carry out pre-contractual measures
- * Compliance with Bosnar's legal obligations under Australian law
- * Legitimate interests pursued by Bosnar in conducting our business operations

In some cases, we may ask if you consent to the relevant use of your personal data. In such cases, the legal basis for Bosnar processing that data may be your consent, which you can withdraw at any time.

1.3 RETENTION PERIODS

Unless indicated otherwise at the time of collection of your personal data, we retain your personal data for as long as necessary to:

- * Fulfill the purposes for which it was collected

- * Comply with legal and regulatory requirements (financial records are generally retained for at least 7 years as required by taxation laws)
- * Resolve disputes and enforce our agreements

When personal data is no longer needed, we destroy or de-identify it in a secure manner.

2. USAGE OF COOKIES

We may use cookies within our website. Cookies are small files that are stored on your device and contain certain settings and data for exchange with our website via your browser.

If you do not want Bosnar to recognize your device, please set your Internet browser to delete cookies from your device, block all cookies, or warn you before a cookie is stored. Please note that certain functionalities of our website may not function properly or at all without cookies.

Types of Cookies We Use:

- **Essential cookies:** Required for website functionality
- **Performance cookies:** Collect anonymous data about website usage
- **Functional cookies:** Remember your preferences
- **Analytics cookies:** Help us analyze website traffic and usage patterns (e.g., Google Analytics)

You can control cookies through your browser settings.

3. LINKS TO OTHER WEBSITES

This Privacy Policy applies only to Bosnar Services and not to other websites or applications operated by third parties. We

may provide links to other websites which we believe may be of interest to you. Links to third-party websites are marked as such.

If you click on a link to a third-party website, you will be forwarded to that website and thus leave our website. Bosnar is not responsible for the collection, processing, and use of your data within third-party websites. The individual privacy policies of those third parties apply.

4. CREDIT REPORTING

4.1 CREDIT INFORMATION COLLECTION

When you apply for credit terms, we may:

- * Collect credit information about you from credit reporting bodies
- * Provide credit information about you to credit reporting bodies
- * Exchange credit information with other credit providers

4.2 TYPES OF CREDIT INFORMATION

This may include:

- * Credit applications and credit limits
- * Payment history and defaults
- * Credit account information
- * Publicly available information (e.g., court judgments, bankruptcies)

4.3 CREDIT REPORTING BODIES

We may disclose information to and obtain information from the following credit reporting bodies:

- * **Equifax Australia:**
www.equifax.com.au | 13 8332

- * **Experian Australia:**
www.experian.com.au | 1300 783 684
- * **illion (formerly Dun & Bradstreet):** www.illion.com.au | 13 23 33

You can contact these bodies to request access to your credit information or to correct errors.

4.4 YOUR CREDIT INFORMATION RIGHTS

You have the right to:

- Request not to receive direct marketing from credit reporting bodies
- Request a ban on using your credit information if you believe you are a victim of fraud
- Access and correct your credit information
- Make a complaint about how your credit information is handled

5. TRANSFER AND DISCLOSURE OF PERSONAL DATA

5.1 TRANSFER TO EXTERNAL PARTIES

Bosnar may transfer your personal data to:

- **Service providers:** Third parties which provide IT services, freight and logistics companies, payment processors and financial institutions, professional advisors (lawyers, accountants, auditors), manufacturing subcontractors and suppliers, marketing and communications agencies
- **Credit-related parties:** Credit reporting bodies, other credit providers (with your consent), debt collection agencies, guarantors

- **Legal and regulatory bodies:** Government agencies as required by law, courts and tribunals, law enforcement agencies, regulatory authorities
- **Business transactions:** Potential purchasers or investors if we sell our business, assignees of our contracts
- **With your consent:** Any other parties you authorize us to disclose information to

We do **not** sell, rent, or trade your personal information to third parties for their marketing purposes.

5.2 OVERSEAS DISCLOSURE

We generally do not disclose personal information overseas. However, we may use cloud-based services or software providers that store data on servers located outside Australia (typically in the United States or Europe).

Where we disclose information overseas, we take reasonable steps to ensure the recipient handles your information in accordance with Australian privacy standards.

Countries to which we may disclose information include:

- United States (cloud services)
- Europe (software providers)

6. SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure.

6.1 SECURITY MEASURES

- Secure passwords and access controls
- Encrypted data transmission (SSL/TLS)
- Secure storage systems with restricted access
- Regular security audits and updates
- Physical security at our premises
- Staff training on privacy and security

7. MARKETING, ADVERTISING, AND MARKET RESEARCH

Where and as permitted under applicable law, Bosnar may process your contact information for direct marketing purposes (e.g., product updates, newsletters) and to carry out customer satisfaction surveys, in each case also by email.

7.1 CONSENT AND OPT-OUT

We will only send marketing communications if you have consented or would reasonably expect to receive them. You can opt-out at any time by:

- Clicking "unsubscribe" in any marketing email
- Contacting us at sales@bosnar.com.au
- Calling us at 08 9303 4022

We will process opt-out requests within 5 business days. Opting out does not affect transactional communications (invoices, delivery notifications, etc.).

Your data will be deleted from our marketing systems if they are no longer required for the above-mentioned purposes or if you have withdrawn your consent.

8. YOUR RIGHTS, WITHDRAWAL OF CONSENT

In case you declared your consent for the processing of certain personal data by Bosnar, you have the right to withdraw the consent at any time with future effect, i.e., the withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

Subject to the Privacy Act requirements, you are entitled to:

- **Access:** Obtain confirmation as to whether personal data concerning you are being processed, and where that is the case, access to the personal data
- **Correction:** Obtain the correction of inaccurate personal data concerning you
- **Erasure:** Request erasure of your personal data (subject to legal retention requirements)
- **Restriction:** Obtain restriction of processing regarding your personal data
- **Objection:** Object to processing of personal data concerning you for direct marketing purposes

8.1 ACCESS REQUESTS

To request access to your information:

- Contact us using the details in Section 10
- Provide proof of identity
- Specify the information you wish to access

We will respond to your request within 30 days. We may charge a reasonable fee for providing access (we will inform you of any fee before processing your request).

8.2 CORRECTION REQUESTS

If you believe your personal information is inaccurate, out-of-date, incomplete, irrelevant, or misleading:

- Contact us using the details in Section 10
- Specify the information you believe is incorrect
- Provide evidence of the correct information

We will take reasonable steps to correct the information within 30 days.

9. COMPLAINTS AND DISPUTES

If you believe we have breached the Privacy Act or this Privacy Policy:

STEP 1: CONTACT OUR PRIVACY OFFICER

Email: sales@bosnar.com.au
Phone: 08 9303 4022
Mail: Privacy Officer,
 Bosnar Engineering, 33 Triumph Avenue,
 Wangara WA 6065

Provide details of:

- The nature of your complaint
- The information involved
- Your contact details
- Your preferred resolution

STEP 2: INVESTIGATION

We will:

- Acknowledge your complaint within 7 days
- Investigate the matter thoroughly
- Provide a written response within 30 days
- Explain our decision and any action taken

STEP 3: IF YOU'RE NOT SATISFIED

If you are not satisfied with our response, you can escalate your complaint to:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Mail: GPO Box 5218, Sydney NSW 2001

10. CONTACT US

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Privacy Officer

Bosnar Engineering
 33 Triumph Avenue
 Wangara, Western Australia 6065

Phone: 08 9303 4022

Email: sales@bosnar.com.au

Website: www.bosnar.com.au

11. CHANGES TO THIS PRIVACY POLICY

We update this Privacy Policy from time to time to reflect changes in our practices, changes in privacy laws, or new services. The effective date is indicated at the beginning of this Privacy Policy.

Updates will be posted on our website with a new "Status" date. Your continued use of our services after changes are posted constitutes acceptance of the updated policy.

12. CONSENT

By providing your personal information to us or using our services, you consent to:

- The collection, use, and disclosure of your personal information as described in this Privacy Policy
- The transfer of your information overseas as described in Section 5.2

- Receiving direct marketing communications (you can opt-out at any time)