

International Cleaning Solutions Pty Ltd ACN 119 462 798, International Cleaning Solutions Group Pty Limited ACN 120 157 191, Electrical Home-Aids Pty Ltd ACN 007 539 577 and any related body corporates within the meaning of the Corporations Act 2001 (Cth) (collectively; "Godfreys"; "we"; "our" or "us") are committed to protecting the personal and credit related personal information ("credit information") that we may collect and hold about you. This Policy sets out our policies relating to management of your personal information and credit information. These policies are based on our obligations under the Privacy Act 1988 (Cth) ("Privacy Act") (including Australian Privacy Principles ("APPs") and Part IIIA (Credit reporting).

By voluntarily supplying us with your personal or credit information, you are agreeing to be bound by this Policy.

Any amendments to this Policy will be notified to you by posting an updated version on our website.

Please note that our website contains links to other websites. When a user has clicked on a link to another site, they leave our site and are no longer protected by this Policy.

Collection of personal information

The personal information we may collect and hold about you depends on your relationship with us. If you are a customer, the information we may collect includes:

- Your name, address, email address, telephone number;
- and financial information including billing information.
If you are a franchisor, potential employee or contractor, the information we may collect includes:
- your name, address, email address, and telephone number;
- your tax file number and tax residency status;
- financial information, including bank account details and credit card details;
- business details, including Australian Business Number ("ABN");
- current assets, current loans, and other encumbrances; employment history, police history (if any); and
- billing information.

In addition, we may collect and hold the following credit information:

- identification information - name, date of birth, current or previous address, driver's licence number;
- type and amount of credit sought;
- trade references - name of entity, ABN, contact name, telephone number, fax number, email, years trading with you;
- publicly available information about an individual's creditworthiness;
- consumer credit liability information- name of credit provider, type of consumer credit, details of the consumer credit provided;
- default information;
- repayment history information; and
- payment information in relation to an overdue payment.

Cookies

We may use "cookies" or similar technologies to collect data. A cookie is a small file, typically of letters and numbers, downloaded on to a device when you access our website. Our website may collect the following information from you:

- your server or IP address;
- the date and time of your visit to the site;
- the pages you accessed;
- how you interact with our website;
- the previous site you have visited; and
- the type of browser you are using.

A cookie does not identify individuals personally, but it does identify computers.

Means of collection of personal and credit information

Your personal and credit information may be collected in a number of ways, including:

- directly by our staff when you seek, or enquire about, our products and/or services; or
- when you use our website or complete a form on our website.

In some circumstances, where it is unreasonable or impracticable to collect

information from you, we may collect information about you from a third party source. For example, we may collect information from a publicly maintained record or from organisations that Godfreys has an arrangement with to jointly offer products and/or an alliance with to share information for marketing purposes to provide you with products or services and/or to promote a product or service. We may also collect personal information from marketing companies in order to market Godfreys' products and services to you.

Franchisees operating Godfreys Franchises may collect personal information from you if you attend at franchise store. Franchisees provide Us with personal information entered into their point-of-sale software.

In addition to the methods above, we may collect credit information from other credit providers, subject to any restrictions at law.

You need not provide all the information requested by us, but this may prevent us from providing some or all of our products or services to you.

Use, disclosure & purpose

We collect, hold and disclose your personal and credit information for different purposes depending on your relationship with us. If you are a customer, we may collect, hold and disclose your personal information for the following purposes:

- as a necessary part of providing our products and services to you;
- to communicate with you and others as part of our core business, and promote and market our products and services to you or provide you with information that we believe may be of interest to you (unless as directed otherwise);
- to personalise and customise your experiences with our website;
- to help us research the needs of our customers and to market our products and services with a better understanding of your needs and the needs of customers generally including by contacting you regarding your satisfaction with our products and services;
- to allow us to provide advertising material to you regarding us, our clients, and other business partners (unless as directed otherwise);
- to verify the information you have provided to us;
- to send you information regarding changes to our policies, terms and conditions, online Services and other administrative issues;
- in order to manage our infrastructure and business operations, comply with internal policies and procedures, including those relating to auditing, accounting, billing, IT systems, record keeping, and website hosting; and
- to establish and defend legal rights, protect our business operations or those of any of our related bodies or insurance partners, and to pursue available remedies or limit our liabilities; and
- other purposes related to any of the above.

If you are a franchisor, potential employee or contractor, we may collect, hold and disclose your personal information for the following purposes:

- all of the above purposes related to our customers;
- to assess your current and/or past financial and credit position; and
- to assess your initial and continued suitability for employment or to operate a franchise.

We will only use your information for the purposes for which it was collected ("primary purposes") or a purpose related to the primary purpose, if this use would be reasonably expected by you, or otherwise, with your consent.

We may disclose your information to necessary third parties, who assist us to provide, manage and administer our products and services. Information provided to third parties will be dealt with in accordance with that entity's privacy policy. People we may disclose your information to include:

- Godfreys franchisees;
- credit agencies;
- government authorities (where required by law);
- third parties involved in court action (where required by law);
- other parties that provide support services to us including merchant support and payment services;
- online sales and marketing programs;
- professional advisers; and
- potential business partners or purchasers.

We may disclose your personal information to overseas third parties.

We use data hosting facilities and third party service providers to assist us with providing our products and services. As a result, your personal information may be transferred to, and stored at, a destination outside Australia.