

Phoenix Contact Pty Ltd – Privacy Statement

Introductory Statement

We are delighted that you are interested in our company, products, and services and would like to provide you with some key information regarding our approach to protecting your personal data. Protecting personal data is crucial, particularly in tomorrow's Internet-based business models and when developing Internet-based economies.

We are dedicated to protecting your privacy and understand the importance of protecting your personal information. Phoenix Contact Pty Ltd (Phoenix Contact) complies with the Australian Privacy Principles pursuant to the Privacy Act 1988 (the Privacy Act).

Types of personal information collected and held

Any personal data, which you provide us via our website or other channels, will be solely used for correspondence with you and is exclusively collected, processed and saved for the purpose you intended when submitting the data. In addition, we will use this data to send you occasional offers and to inform you about new products, services and other items that might be of interest to you.

Examples of personal information we may be required to collect to provide you with our services include, but are not limited to, the following:

1. Name;
2. Postal address;
3. Email address; and
4. Contact numbers.

We will generally only collect personal information that is reasonably necessary for the purpose of providing you with our services.

Use and disclosure of Personal Information

In order to provide you with our services, we may be required to pass on your personal information to other companies in the Phoenix Contact Group, service providers or other third parties. This may be necessary to perform a service or transaction requested by you, such as order processing, event and seminar registrations, for customer service purposes or to provide you with information regarding products or services.

When passing on personal information to third parties, we shall limit this to the information necessary to provide our respective services. The respective third party must only use this personal information to perform the services required or the transaction needed, which is commissioned in our order. In doing so and where applicable, the service providers are obliged to adhere to the Privacy Act.

Otherwise, we do not disclose your personal information to anyone unless with your consent or as required or authorised by law.

Overseas disclosure of personal information

In order to provide you with our services, we may need to disclose your personal information to overseas recipients. In such circumstances, we are required to take reasonable steps to ensure that the overseas recipient complies with the requirements of the Australian Privacy Principles.

Registering on our website

Our website contains services, for example, permanent saving of favourite's lists and product comparisons or requesting and saving quotes, which can only be used having previously registered your personal details. As a bare minimum, your name and a valid email address are required for registration purposes.

You also have the option of providing additional data about yourself upon registration (e.g. title, company, your Phoenix Contact customer number (if relevant), postal address, phone number). Some of this data is essential for extended services on our website, such as for ordering online via our e-shop. To activate these services, we will always contact you in advance.

The data optionally provided during the registration process is used to contact you personally following registration in the portal, as well as for Phoenix Contact's own advertising purposes. This includes updating our customer master database or providing you with information on our products and services.

You may revoke your consent to us saving your data and using it to send promotional materials at any time by sending us an email at marketing@phoenixcontact.com.au. You can also contact us at this email address should you wish to completely delete your account with us.

Newsletter

You will require a valid email address in order to sign up to our newsletter displayed on our website. Following registration, you will receive an email from us containing a link. This link is used to confirm that you wish to receive our newsletter. This is a means of verifying your email address and ensuring no third parties have signed up to our newsletter using your email address.

The data provided optionally during the newsletter registration is used to personally address the newsletter to you as well as for Phoenix Contact's own advertising purposes. This includes updating our customer master database or providing you with information on our products and services.

You may revoke your consent to us saving your data and using it to send the newsletter or promotional materials at any time. The easiest way to unsubscribe from the newsletter is via the newsletter website ("Unsubscribe from newsletter") or use the unsubscribe function in any newsletter or advertisement received from us. You can also unsubscribe by sending us an email at marketing@phoenixcontact.com.au.

We rely on a service provider to distribute the newsletter. They are obliged to observe the Australian Privacy Principles and the Privacy Act, where applicable, and we thereby ensure that your data is never passed on to third parties or used for purposes other than sending the Phoenix Contact newsletter.

Our email newsletter may contain links to special Phoenix Contact websites. In this way, we are able to measure the effectiveness of our marketing initiatives. Such evaluations are based on anonymous data, meaning that the data cannot be traced to you. In addition, the newsletters can also contain links to third party websites.

Data processing on this webpage

For security and technical reasons, Phoenix Contact automatically collects and saves information transmitted by your browser to its system protocols. This essentially includes:

- Browser type/version;
- Operating system used;
- Referrer URL (the website that referred to our website);
- Host name and full IP address of the computer accessing the site;
- Date and time of call;
- Data volumes and file types called.

This protocol data shall be deleted after a maximum of 30 days. This data will not be consolidated with other data sources or statistically evaluated.

Note regarding IP addresses: IP addresses are essential for the transmission of websites and data from our servers to your browser. They are the "addresses" for information you request from our web servers. IP addresses are regarded as personal data and therefore only used by us to the extent technically required.

Cookies

Our Internet pages use cookies in several locations. Cookies are small text files that are stored on your computer and are saved by your browser. They are used to make our Internet pages more user-friendly, effective, and secure. As such, they enable the technical implementation of a user session in Phoenix Contact's online catalogue, for example. At the same time, these cookies provide information which enables us to optimise our websites in line with user requirements, e.g., direct link to localised websites by entering the www.phoenixcontact.com.au address.

The majority of cookies used by us are session cookies. These are automatically deleted once you exit our website. Some cookies are used which are saved for a longer period of time. The maximum storage period of a cookie can be up to one year, for example, when saving your preferred language on our website.

All cookies on our websites contain purely technical information in a pseudonymised or anonymised format, with no personal data.

If you want to prevent cookies from being saved, in your browser settings select "Do not accept cookies". If cookies are not accepted by the browser, the scope of functions of our websites may be severely limited and certain functions may no longer be available.

Web analysis

Data is collected and further processed on our website in an anonymised format by WiredMinds AG Stuttgart in order to analyse and continually optimise our site. Cookies and pixel tags are used for this purpose ("tracking pixel technology"). Pixel tags are small, invisible characters that are contained within a website. Collecting and analysing the data transmitted enables Phoenix Contact to illustrate the behaviour of visitors to the Phoenix Contact websites. The illustration particularly highlights the various areas of interest through use of the respective Phoenix Contact websites and the geographical location of visitors.

The data obtained is processed exclusively for Phoenix Contact's use and is not passed on to any third parties outside the Phoenix Contact Group. Similarly, this data is under no circumstances used for other purposes or resold. If IP addresses are recorded, these are immediately anonymised by means of deleting the last set of numbers following acquisition.

Social plug-ins – AddThis Bookmark Service

Our website features "AddThis" plug-ins. AddThis is a freely accessible Internet service from AddThis LLC, A Clearspring Technologies Inc. 8000 Westpark Drive, Suite 625 McLean, VA 22102, USA, which enables you to set the current page as a Bookmark, also known as a Favourite, and to share this with other users in social networks. Social networks are services, such as Facebook or Twitter, on which users share, rate and comment on each other's Internet-based content. AddThis offers users an interface to various common bookmark services and social networks.

Although AddThis buttons are featured on our websites, this does not mean that any data is transmitted to such social networks. It is only the AddThis service, which is operated on US-based servers, which obtains your IP address for technical reasons. This also enables the buttons to be displayed on the websites you accessed.

It is only once the displayed buttons are in active use by confirming them that the websites from your selected providers (Facebook, Twitter, etc.) are called up as regular, external links. In doing so, AddThis merely saves which website was saved on which social network, without any reference to the user. According to AddThis, the IP address transmitted to them

for technical reasons is not linked to the information from the selected website and the selected social network.

The AddThis service does not use any cookies in its browser. We prevent this on our websites by using an anonymisation function which is enabled by default.

Further information regarding AddThis' privacy policy can be found in the link to their website below. The data in question is not processed or used by Phoenix Contact. If you do not agree to AddThis or other social networks obtaining your data, then please refrain from using these services.

[AddThis Privacy Policy](#)

Secure internet connection

We make every effort to ensure that your personal data is transmitted and saved utilising technical and organisational measures, in such a way that it is not accessible to third parties.

As a general rule, the Internet is regarded as an insecure medium. In contrast to a telephone line, for instance, transmission of data on the Internet can be more easily wiretapped, recorded or even modified by unauthorised third parties. To ensure the confidentiality of communications with you, we use specific functions (log-in, e-shop, etc.) of an AES 256 bit SSL encryption. The encryption used by Phoenix Contact is regarded as secure, based on the latest technological advancements. Operating systems and browsers from earlier versions also achieve this security level. If necessary, you should update the operating system and browser on your PC to enable use of this high-grade encryption.

When communicating via email in an unencrypted manner, complete data security cannot be guaranteed, so we recommend using the postal service for confidential information.

Access to, correction or deletion of your personal information

If you require access to, correction or deletion of your personal information, you may request this by sending us an email at marketing@phoenixcontact.com.au. You may also contact us in writing at:

Phoenix Contact
P.O. Box 2284, Taren Point NSW 2229

Please appreciate that we require proof of identification to handle any requests regarding your personal data.

We will attempt to respond to a request as soon as practicably possible.

Complaints

If you wish to make a complaint about our use, collection or disclosure of your personal information, you may do so by sending us an email at marketing@phoenixcontact.com.au or by contacting us in writing at:

*Phoenix Contact Pty Ltd
P.O. Box 2284, Taren Point NSW 2229*

In your complaint, please provide us with all relevant information including the personal information concerned, how you believe it has been misused, the details of any Phoenix Contact employee involved and other relevant information.

Once we have received your complaint, we will investigate the matter and be in contact with you to resolve the matter satisfactorily.

Further information

If Phoenix Contact launches new services, alters its internet procedures or if the internet or electronic data processing security is further developed, this will be updated in our Privacy Statement and Policy. We reserve the right to alter or modify this statement as required. The current version will be published here.

If you require any further information regarding this privacy statement, then contact us by email at marketing@phoenixcontact.com.au.