

Privacy Policy

Effective Date: 13/03/2025

This Privacy Statement ("statement") applies to FibreCycle PTY LTD ("FibreCycle," "we", "our", or "us") and addresses the handling, use, and disclosure of your information. FibreCycle is committed to maintaining the privacy of the information it collects and maintains.

You should review this statement when you access our website. By using our website, you are agreeing to this privacy statement, which may change from time to time. You may ask us to stop using your information as detailed in this policy. Our core business activities do not involve the systematic monitoring of individuals on a large scale.

The Types of Information and Data We Collect and the Legal Basis

We may collect your information when you interact with us electronically or through advertising we have placed on third party websites. This statement applies solely to our collection and handling of the information we collect through these electronic means and non-electronic information we collect, which is then turned into electronic information.

Information that you provide to us

You may be requested to voluntarily provide your information when interacting with our website, such as when you are subscribing to marketing updates or requesting product information. We may also collect information from you at tradeshow or similar events, when you register as a visitor at our offices, or when we communicate for the purpose of beginning or continuing a business relationship.

The information we collect may include:

- Identity Data, which includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data, which includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes which includes bank account and payment card details.



- Transaction Data, which includes details about payments to and from you and other details of products and services you have purchased from us.
- Marketing and Communications Data, which includes your preferences in receiving marketing from us and our third parties and your communication preferences.

Information that we may collect automatically

Like most websites, we collect information about our website visitors using automated methods. The information we collect assists us in understanding how our website is being used. When you visit our websites, we may collect the following information about you:

- Technical Data, which includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- Profile Data, which includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data, which includes information about how you use our website, products and services.

In order to collect this information we may use cookies and/or flash cookies (each a small file placed on your computer's hard drive that assists our technology resources in identifying your future visits to our website), pixel tags/web beacons (a small image that allows us to determine if you have viewed specific content on a webpage or in a communication), embedded weblinks, and similar technologies.

Information we may collect from third parties

We may collect information about you from third parties, such as public databases, professional websites, social media platforms, joint marketing partners, or data providers. This information may include your name, email address, professional information, professional background, location/address, IP addresses, phone number, and/or address.

In combination with other information we have collected, we may use this information to as detailed below. We may also use this information to protect our legal interests, including our digital and physical assets.



How We Use Your Information

We use the information that we collect for the below purposes (alone or in combination with other pieces of information) and as permitted by applicable law.

- For marketing and advertising purposes, such as:
 - Communicating with you for marketing and promotional purposes, including sending you newsletters, emails, SMS text notifications, and direct mailings;
 - Understanding how our website is used and how visitors interact with it to assist in our understanding if the information provided is effectively presented;
 - Providing personalized advertising to you both on our website and on other websites you may visit, based on your browsing activities, and advertise our services and products and/or with your consent;
 - Understanding and analysing how you use our website and services, and develop new features and services to increase the functionality of this website;
 - Developing and providing promotional and advertising materials that may be relevant, valuable or otherwise of interest to you;
- For security purposes, such as:
 - Managing access to confidential information that we possesses to the extent necessary for maintaining safety and security and comply with our legal agreements;
 - Maintaining your safety and the safety of our personnel if you are on-site and to manage access;
 - Safeguarding our assets, including our websites; and
 - Detecting, preventing, or otherwise addressing fraud, security, or technical issues.
- For fulfillment purposes, such as:



- Sending product, order, or account information to you;
- To respond to your requests or provide information you have requested; and
- Communicating with you, including providing you with updates of the services we provide, provide the information you request, respond to your questions, comments, and suggestions, and continue providing customer support.
- For technical purposes, such as:
 - Monitoring our website usage and data, identifying trends, determining the effectiveness of our marketing efforts, and enhancing the functionality of our websites to assist us in expanding and developing our business activities;
 - Administering, troubleshooting, testing, conducting data analysis, and reviewing the features of our websites.
- To comply with our legal requirements, including complying with applicable laws, agreements, and policies;
- For any other purpose we describe to you before receiving your content.

We do not collect any special categories of information about you merely because you are visiting our website or engage us for our products or services (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, or genetic and biometric data). We also do not collect any information about criminal convictions and offenses. If you are an applicant seeking employment our Human Resources team will provide you with the information we collect and how we use it.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and that information is not provided, we may not be able to perform the contract with you. In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time in an effort to inform you of any outstanding information needed to complete the transaction.

How We Share the Information



Vendors, consultants, agents, and other data processors

We may share your information with these persons to assist us with enhancing our business processes, our services, and/or our products. These services include our data processing, billing, customer support, information technology infrastructure, hosting our information technology infrastructure, providing security services (physical and electronic), or optimising our online or offline marketing efforts.

Professional advisors

We may share your information with our professional advisors, including lawyers, bankers, auditors, insurers, where it is necessary for them to provide us their professional services.

Compliance with laws

We may share your information with any regulatory, governmental body, competent court of law, or in response to any proper legal demand, such as a court order or subpoena. We will only disclose your information where we believe it is required by law.

Other instances when we may share information

We may share your information when we believe it is necessary to protect the vital interests or legal rights of FibreCycle, you, or any other person.

We may share your information with our commonly owned affiliated entities, who are also limited to using your information as detailed in this statement. Your information may also be disclosed in the event of a merger or sale of all or a portion of our assets.

We may disclose aggregated information about our website visitors, and information that does not identify any individual, without restriction.

Your Choices About How We May Disclose Your Information

We strive to provide you with choices about how we collect and maintain your information. In certain instances we provide your choices related our collection or handling of your information, such as:

- Opting out by checking the relevant box located on the form on which we collect your data; or



- Contacting us to have us remove you from our promotional communications.

Our Purposes in Using Your Information

We may share your information for a business purpose or transfer your information subject to your right to inform us of your request not to transfer your information unless required by law or necessary to perform a contract. If we disclose information we require that third party to maintain the confidentiality of your information and prohibit them from using it for any other purposes.

Purpose/Activity	Type of Data	Lawful Basis for Processing (including legitimate interest)
To begin the process of forming our business relationship	• Identity • Contact	Performance of a contract
Order fulfillment	• Identity • Contact • Financial • Transaction	• Performance of a contract • Necessary for our legitimate interests (including collect our debts) • Legal obligation (verifying certain payee and identification information)
Managing our relationship	• Identity • Contact • Profile • Marketing and Communications	• Performance of a contract • Necessary for our legitimate interests (ensuring our records are accurate) • Legal obligation
Enable you to take part in any offerings we may provide (prizes, sweepstakes, competitions, etc.)	• Identity • Contact • Profile • Technical • Marketing and Communications	• Performance of a contract • Necessary for our legitimate interests (study how our products are used as it relates to future development and uses)
Administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	• Identity • Contact • Financial • Transaction • Profile • Technical	• Necessary for our legitimate interests (ensuring the safety of our assets) • Legal obligation



Delivering relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	• Identity • Contact • Profile • Marketing and Communications • Usage	• Necessary for our legitimate interests (developing our business strategy and understanding how consumers engage with us)
Using data analytics to improve our website, products/services, marketing, customer interactions, and experiences	• Technical • Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To provide information to you about the services/products we offer which may be of interest to you	• Identity • Contact • Profile • Marketing and Communications • Usage	Necessary for our legitimate interests (to further develop our products and services)

Data Security

We have implemented procedural, technical, and physical safeguards to prevent the unauthorised access to or deletion of your information that we have collected or maintain.

The safety of your information also depends on your practices. Where we have provided you a password to access features, you should not make that password available to third parties. You should also consider that the internet is not completely secure. While we do our best to protect your information that we have collected or maintain, any time you transmit this information it is susceptible to being intercepted.

Third Party Practices Beyond Our Control

This policy does not address how your information is collected or utilised if you leave our website for another website, even if through a link that we provide, or if you interact with a third party plug-in embedded in our website (such as a social media feed). We do not control these third parties. You should review the privacy practices for those websites to learn more about your rights related to how they may handle your information.

Information collected by third parties, either through the use of any



application or content (including advertising) or through access to their website through links that we provide.

Your Rights

Where required by law, we provide the ability for you to access, modify, change, update, or delete information related to you that we have collected or maintain. You may contact us to exercise these rights by emailing info@fibrecycle.com. We may not be able to accommodate your request if we believe the change would violate any applicable law or legal requirement or we have other just cause to decline your request. We will notify you of our rationale if that is the case.

This section describes how you may exercise those rights.

Access and Portability

You have the right to request that we disclose information to you about our collection and use of your information. If you submit an access or portability request we will verify your request and respond promptly and as required by applicable law.

We will provide you: the categories of information we collected about you; the categories of sources for the information we collected about you; our business or commercial purpose for collecting or selling that information; the categories of third parties with whom we share that information; the specific pieces of information we collected about you (also called a data portability request); whether we sold or disclosed your information for a business purpose, two separate lists disclosing; sales, identifying the information categories that each category of recipient purchased; and disclosures for a business purpose, identifying the information categories that each category of recipient obtained.

Withdrawing Consent

You may direct us not to share your information where we are relying on your consent for such transfer. This will not affect the lawfulness of the transfer prior to your request. You do not need to create an account with us to exercise your opt-out rights. We will only use information provided in an opt-out request to review and comply with your request.



Object to Processing

You may inform us of your objection to the processing of your information where we are relying on a legitimate interest (or those of any third party) and in instances where we are engaging in processing for direct marketing purposes. Your objection does not guarantee that we are no longer able to process your information if we can demonstrate a compelling legitimate ground to process your information.

Erasure

You may request that we erase or remove your information where there no longer exists a reason for the processing of that information. You are also permitted to request the erasure of your information where we have approved any objection to processing you have made. There may however be circumstances where we are not permitted or able to delete your information for specific legal reasons. If that occurs, we will inform you of that reason.

Restricted Processing

You may request that we suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- Where you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Exercising Your Rights and Contacting Us

Making a Request

To exercise your rights described in this privacy statement please submit a request to the following email: info@fibrecycle.com. You may also write to us with these requests or any other concerns with this policy. Please address your correspondence to:

FibreCycle Pty Ltd
Unit 1/18 Millenium Circuit
Helensvale, QLD, 4212 Australia



You may also authorise another person to act on your behalf to make these requests. Your request should provide sufficient information to allow us to properly respond. If we are not able to verify your request we will not be able to fully respond to your inquiry and may be required to reject it.

Our Response

We endeavour to respond to your request promptly but no later than the time period provided by applicable law.

Children's Privacy

Our services are not intended to be used by children under the age of 16 and we do not knowingly collect, maintain, or use information from them. If you learn that a child has provided information to us in violation of this Privacy Policy, you may alert us at info@fibrecycle.com.

Jurisdiction

If you choose to use this website outside of the Australia you should be aware that you are transferring your information outside of the region where you are located for storage and processing. By providing any information, you are consenting to the transfer, storage, and processing of your information outside of the region where you are located.

Contact Information

You have the right to make a complaint at any time with your local privacy regulator. However, we would appreciate the opportunity to deal with your concerns before you engage with the regulator so please contact us. If you have questions, comments, or concerns about this policy please submit them to info@fibrecycle.com.

Updates to this Privacy Policy

We reserve the right to update this Privacy Policy at our discretion at any time. Updates will be posted on this page and are effective upon posting. Your continued use of our Website following the posting of changes constitutes your acceptance of such changes.

