



KARNDDEAN WEBSITE TERMS & CONDITIONS OF USE

1. Copyright and Trade Marks

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1.2 All trade marks displayed on the website are trade marks registered by or licensed to Karndean in Australia and may not be used without written consent of Karndean.

2. Disclaimers

2.1 Colour and Pattern Reproduction

Although the pictures of the Karndean designs set out on our website are as accurate as we can make them, different computers offer different quality and standards of image and reproduction. As a result, Karndean does not guarantee that the image which is produced on your computer will match the product exactly and Karndean will not be liable to you for any apparent differences when the product has been manufactured in accordance with its specifications. However, Karndean is able to provide you with standard colour details on each of our designs as well as samples at no charge.

2.2 Website Information and Materials

The material and information supplied on this website is supplied on an "as is" basis without warranty of any kind, express or implied, to the extent permitted by law, including but not limited to any implied warranties of merchantability or fitness for any particular purpose. Karndean accepts no responsibility for any loss or damage caused by reliance of information or materials displayed on this website. Karndean will not be liable for any direct, indirect or consequential, incidental or special damages resulting from the copying or use of any information or material on this website.

Karndean has taken reasonable care to ensure the accuracy of the materials and information provided on this website and updates the information regularly. However, you rely on the materials and information displayed on this website at your own risk. Karndean cannot guarantee and does not accept legal liability or responsibility for the accuracy or currency of any materials or information.



2.3 Website Links

This website may contain links to websites of other businesses or organisations. These links do not imply any endorsement or approval of any linked websites or the businesses or activities of those businesses or organisations. Karndean makes reasonable efforts to ensure that these links are accurate but Karndean cannot accept responsibility for any information or materials displayed on websites over which Karndean has no control and offers no warranty that all or any of the material available through the links is suitable for use or viewing. You rely on these links and the information displayed by accessing these links at your own risk. Karndean accepts no responsibility for any loss or damage caused by reliance on information or materials displayed through any links on this website, including any direct, indirect or consequential, incidental or special damage.

2.4 Website Availability

Karndean does not guarantee that this website, or any section of this website or any link from this website will be available at any particular time. Karndean accepts no responsibility for any loss or damage caused by the unavailability of this website or of any links from this website.

2.5 Viruses

It is your responsibility to ensure that prior to opening our website that you have all your other programs closed and have taken all necessary steps to prevent any infiltration of viruses.

Karndean takes steps to ensure that its website does not have viruses.

Karndean accepts no responsibility for any loss or damage caused by reliance on information or materials displayed through any links on this website, including any direct, indirect or consequential, incidental or special damage.

3. Privacy

3.1 Karndean is covered by the Privacy Act and the Ten National Privacy Principles in the Privacy Act (refer to these at the end). As of 21st of December 2001 amendments to the Privacy Act came into force which deal with the way Karndean handles personal information.

3.2 Purpose

Karndean's privacy statement expresses its undertakings in regard to privacy detail and is made available to the public. The purpose of the statement is to communicate what Karndean does with respect to personal information that it may collect, store and use; and what measures Karndean employs to give the owners of that information access to it under privacy laws.



3.3 Who does this apply to?

This statement applies to:

- (a) all employees who need to know what we do in respect of privacy; and
- (b) any individuals who deal with Karndean, or may wish to know how Karndean meets its privacy obligations and responsibilities

3.4c Karndean has developed a privacy policy which ensures that all Karndean staff are aware of their privacy obligations and respect the privacy of your personal information.

Karndean respects your rights to make informed choices about the collection and the use of your personal information. This privacy policy tells you about Karndean's collection and use of information that identifies you personally so you can make an informed choice about using this website.

This website is operated by Karndean. By accessing and using this website, you understand and agree that:

- (a) Karndean may retain the information collected and may store and access that information indefinitely; and
- (b) the information may be used in jurisdictions where the privacy laws may be different and less protective than those of your home jurisdiction.

3.5 Information collected from this website

When you visit this website, information such as the referral website that directed you to this website, your internet service provider and email address, navigational and personal information may be collected automatically as part of the operation of this website. Karndean may use this information to generate user profiles and Karndean may ask you to provide information on online forms. Such information may include your full name, telephone number, email address and postal address.

3.6 What sort of Information is collected?

Karndean collects information in different ways:

- (a) credit information from retailers when Karndean is engaged to provide your store with Karndean products or services;
- (b) information from retailers for the purpose of registering details of commercial and residential jobs under the CHIC registration system. This system rewards the retailers who promote Karndean products at point of sale;
- (c) when you telephone, visit the website or email Karndean, Karndean collects personal details including company name, personal name, address, telephone and email;
- (d) when you attend trade or consumer shows, home ideas centres and the Karndean showroom, Karndean collects personal details including company name, personal name, address, telephone and email;



(e) questionnaires/guarantee forms/surveys/competition forms:

- (1) data is collected from product registration guarantee forms;
- (2) data is collected from customer satisfaction questionnaires;
- (3) data is collected from quantitative and qualitative surveys; or
- (4) data is collected from competition forms.

3.7 Personal Information

If you provide any personal information about yourself to this website, Karndean agrees to use this information for purposes including providing relevant material to you, maintaining a database of subscribers including mailing lists, for the purposes of any competitions, processing your transaction, customer services, development of new products or services, direct marketing, marketing analysis and research, and to provide such information to resellers of Karndean products for the same purpose.

Karndean will only provide your personal information to third parties who will undertake work on behalf of Karndean or who are resellers of Karndean products. Karndean will take all reasonable precautions to prevent the misuse of your personal information by third parties, but will not be liable for any misuse of your personal information by any third parties.

Karndean will also provide personal information to a third party if required to do so by law, respond to a claim or to protect our rights, property or the safety of our employees, customers or the public.

Karndean will take all reasonable security precautions to ensure that all information gathered through use of this website is kept secure from all unauthorised use.

3.8 Cookies

This website may use "cookies" or other forms of electronic information gathering to provide Karndean with information about the use of this website. Karndean will not use this information to identify any of users of this website. This information will be used only so that this website can be updated and improved.

3.9 Log Files

Karndean uses IP addresses to gather statistics and to assist in the administration of this website. This enables Karndean to analyse trends, track your movements and gather broad demographic information. IP addresses are not linked to any personally identifiable information.



3.10 Security

Karndean is serious about security. Karndean wants you to be comfortable that any information you enter by this website, phone, email or elsewhere is secure. When you submit information, it is protected both online and offline. Karndean has installed high security rules and policies to protect all personal data and uses secure software to protect information.

Karndean's policy is that your information is only accessed by authorised personnel who need to see it. In addition to this, the servers on which Karndean stores your personally identifiable information are located in a secure environment. Karndean cannot ensure or guarantee that loss, misuse or alteration of data will not occur, but will use its best efforts to prevent this.

3.11 Linked Sites

Karndean cannot be responsible for the policy or practices of linked sites and recommends that you consider their privacy policies separately.

3.12 Are you under 18?

Karndean does not want to collect personal information from any one under the age of 18. If you are under 18, you should not enter any information on this website.

3.13 Information Update Policy

If you need to update or correct your personal information, or you would like to have your name removed from any mailing list, please contact Karndean as following:

- (a) by facsimile - +61 3 9763 1625; or
- (b) by post - The Privacy Office, Karndean International Pty Ltd, PO Box 340, Ferntree Gully, Victoria 3156; or
- (c) by email at enquiries@karndean.com.au.

Karndean reserves the right to charge you a fee for searching for and providing the information you request.

If Karndean denies your request to update or correct your personal information Karndean will provide you with reasons why your request has been denied.

3.14 Request to Stop Receiving Information

You may request not to receive marketing or other information which Karndean may send to you by sending your request:

- (a) by facsimile - +61 3 9763 1625; or
- (b) by post - The Privacy Office, Karndean International Pty Ltd, PO Box 340, Ferntree Gully, Victoria 3156; or
- (c) by email - enquiries@karndean.com.au.



You can complete such a request at any time. You should note that even if you ask Karndean not to send such information to you, Karndean may not be able to prevent Karndean's subsidiaries and related companies from sending such information. You will need to ask them directly to cease sending such information.

3.15 Access to Personal Information

You may request your personal information held by Karndean by forwarding a request by:

- (a) facsimile - +61 3 9763 1625; or
- (b) post - The Privacy Officer, Karndean International Pty Ltd, PO Box 340, Ferntree Gully, Victoria 3156; or
- (c) email - enquiries@karndean.com.au.

Karndean reserves the right to charge you a fee for searching and providing you the information you have requested. If Karndean denies you access Karndean will provide you with reasons why your request has been denied.

3.16 Privacy Complaints

If you have a complaint about how your personal information has been handled by Karndean, please use the following procedure:

- (a) the complaint must be in writing and sent to The Privacy Officer, Karndean International Pty Ltd, PO Box 340, Ferntree Gully, Victoria 3156;
- (b) the complaint must be sent by post and must include your return address; and
- (c) Karndean will write to you within 15 working days of receiving the complaint explaining whether any action has been taken and why.

3.17 Surveys and Competitions

Karndean may offer competitions or invite responses to surveys on this website. Information gathered or provided for a competition will be used only for the purposes of the competition. From time to time, some information about competition entries may be displayed on this website but no contact information will be provided to any other person. Information from any survey will only be used for the purposes of the survey. Karndean will not provide any personal information obtained from competitions or surveys to another person.

3.18 Privacy Principles

1. Collection

Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisation's name, the purpose of collection, that the person can get access to their personal information and what happens if the person does not give the information.

2. Use/Disclosure

An organisation should only use or disclose information for the purpose it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure.

3. Data Quality

An organisation must take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

4. Security

An organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

5. Openness

An organisation must have a policy document outlining its information handling practices and make this available to anyone who asks.

6. Access

Generally speaking an organisation must give an individual to personal information it holds about that individual on request.

7. Government Identifiers

Generally speaking an organisation must not adopt, use or disclose, an identifier that has been assigned by a Commonwealth government 'agency'.

8. Anonymity

Organisations must give people the option to interact anonymously whenever it is lawful and practicable to so.

9. Transborder Data Flows

An organisation can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection.

10. Sensitive Information

An organisation must not collect sensitive information unless the individual has consented, it is required by law - or in other special specified circumstances, for example, relating to the health services provision and individual or public health or safety.