



GLASS EXPANSION

Quality By Design

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Glass Expansion's Customer Privacy Policy sets out the policies and procedures we have put in place to protect the privacy of our customers.

Purpose

The purpose of Glass Expansion's Customer Privacy Policy is to ensure the privacy of our customers is protected in the course of our dealings with them.

Introduction

Glass Expansion highly values the strong relationships we have with our customers. Often these relationships have been built up over many years.

The development of data management technology by Glass Expansion will be handled with full and proper respect for the privacy of our customers. All customer information we collect will be handled sensitively, securely and with proper regard for privacy.

Information on customer purchasing behaviour and online activity is collected from a number of sources. This information allows us to better understand the needs and preferences of our customers leading to better and more relevant ranges of products, improved distribution procedures and online services, and enhanced service.

Customers who do not want to receive marketing offers from our organisation can contact us on

- Telephone: 61 3 9320 1111
- Facsimile: 61 3 9320 1112
- Email: enquiries@geicp.com
- Web: www.geicp.com
- Toll Free Phone: 800 208 0097 (USA)

Our privacy policy covers all personal information we hold, that is, information, or an opinion, about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected over the phone and over the internet.

The policy also covers personal information that we may have sourced from third parties.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

If we collect sensitive information, we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail.

Where an individual chooses not to provide requested information, we may advise that individual of what impact this non-disclosure may have. For example, withholding certain information may limit our ability to market relevant offers or services to individuals.

Disclosing information

We will only disclose personal information in accordance with this privacy policy. This means that personal information may be disclosed:

- for the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect,
- where we have the consent of the individual to do so,
- as part of the asset sale of a business division,
- as required by law, or
- under other circumstances permitted by law.

In the course of our business activities, we may need to disclose some of your personal information to relevant business partners.

Unauthorised disclosure or access

As Glass Expansion is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees, contractors or agents, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Opt-Out

We will always provide individuals with a nil-cost way of contacting us to register a request to “opt-out” from receiving further marketing offers.

Access to personal information

Individuals will be able to access their personal information upon request. However, Glass Expansion may occasionally need to deny access to information.

Security

Our goal is to protect the personal information collected by Glass Expansion and its businesses. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Data Quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

To this end, we will ensure that marketing communication campaigns are regularly checked against our opt-out register.

Privacy Inquiries

Privacy-related inquiries or concerns can be directed to the customer service personnel at each Glass Expansion business unit using the following contact details:

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