

NORWOOD ABBEY LTD - PRIVACY POLICY

Protecting your Privacy

Protecting your privacy and the confidentiality of your personal information in a secure and controlled way is extremely important to us. We understand the importance of your privacy and that is why we are committed to ensuring that our systems and procedures protect your personal information. The purpose of this Privacy Policy is to tell you what kind of information we may gather about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct this information.

This Privacy Policy covers the entire operations of Norwood Abbey Ltd (“Norwood Abbey”), its affiliates/subsidiaries, including our websites.

Collection of Information

Norwood Abbey collects two types of information. The first type is anonymous information. For instance, we may collect information to tell us that a hundred people visited this Privacy Policy today via our website, but we do not know their names, where they live or their date of birth - they are 'anonymous' to us. Many of the individuals who access our services via our website are anonymous to us.

The second type of information that Norwood Abbey collects is personal information. Norwood Abbey collects personal information from you when you apply to receive ASX/news Bulletins, customer information pertaining to our products eg service records and company personnel information. The type of information collected and stored by Norwood Abbey generally includes your name, address, company, telephone number, fax number and email address. This information may also be used to inform you of additional products and services, which may interest you. You can choose not to receive such information when you are undertaking product ordering or service registration. You may provide additional information, such as a credit card number/and or financial institution details in order for us to provide a specific service or product to you.

There are occasions when we need to source personal information about you from a third party. For example, we collect personal information such as your name and postal address for the distribution of our products.

Use of Anonymous Information

Norwood Abbey automatically gathers anonymous information to monitor the use of its websites like the numbers and frequency of visitors to norwoodabbey.com, norwoodeyecare.com, epitureeasytouch.com and norwoodimmunology.com that tell the networks how many people tuned in to a program. We only use such data in the aggregate. This collective data helps us

determine how much our audiences use parts of the site, so we can improve our sites to assure that it is as appealing as we can make it for as many users as possible. Norwood Abbey will not publish or provide this aggregate data to other people.

Use of Personal Information

Norwood Abbey will only use the personal information you have chosen to provide us for the purpose for which you provided it. Norwood Abbey will not use it for any other purpose without your consent. We may contract out some of our functions and activities to a third party; for example, we may provide names and addresses to a distribution agency to mail out our products. In these situations, we prohibit the third party from using personal information about you except for the specific purpose for which we supply it. Your personal information is only provided to the third party to the extent necessary to enable Norwood Abbey to provide our products and services to you and to the extent required by law.

Marketing Information

If you consent to us doing so, we may provide you with information from time to time about new products and services available to you from Norwood Abbey. Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information. You may do this by contacting our Corporate Communications Manager and advising that you do not wish to receive marketing information.

Providing information?

In order to provide products and services to you we require information about you. If you do not provide us with all the information we require, we may be unable to accept your requests or provide products and services to you.

Accurate Personal Information

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect or use it. If you find that current personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will correct it.

Accessing Personal Information

Under the Privacy Act, you have a right to access personal information we hold about you. Norwood Abbey shall, on request, provide you with information we hold about you which is readily accessible and which may lawfully be provided. Norwood Abbey requires that you, as clearly as possible, identify the information requested and where it may be located. If the information is incorrect, you have the right to require us to amend this information. Norwood Abbey may recover from you its reasonable cost of supplying you with this information. Norwood Abbey will advise you of the anticipated cost before retrieval and / or copying of the documentation is undertaken. Your request to provide information will be dealt with in a reasonable time, usually 10 working days from the date of request.

Secure Storing of Personal Information

We protect any personal information we hold from misuse or loss. We also protect it from unauthorized access, modification and disclosure. Only authorized users can access your personal information and access is only for approved purposes. Your personal information may be stored in hardcopy documents, as electronic data, or in Norwood Abbey's software and systems. We maintain physical security over our paper and electronic data stores.

On-line Security and Privacy

There are interactive features on the Norwood Abbey sites that you can contribute to. When interacting with Norwood Abbey online, we suggest that you use your discretion and exercise caution when providing your personal information.

We understand that you may be concerned about the confidentiality and security of the personal information we collect about you online. Accordingly, we have systems in place to ensure our online dealings with you are as secure and confidential as your dealings with us in person, or on the telephone.

Cookies

Some parts of the Norwood Abbey website use a technology called 'cookies'. A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. The cookies which Norwood Abbey utilizes are not designed to collect personal information - they only assist with normal website functionality. Sites where you are prompted to log-in or that can be customized typically require that you accept cookies.

Disclosure

We do not disclose personal information that you may give us, such as your name, address, email address or telephone number, to any organization or person outside Norwood Abbey unless you have authorized us to do so.

Under no circumstances will Norwood Abbey sell or receive payment for licensing or disclosing your personal information.

Access and Correction - Personal Data

If Norwood Abbey holds your personal information Norwood Abbey will where possible provide you with access to the information. Norwood Abbey will take reasonable steps to correct the information so that it is accurate, complete and up to date.

Security

Norwood Abbey operates secure data networks that are designed to protect your privacy and security where required. Norwood Abbey does not accept responsibility for security breaches due to malicious software infection on your computer eg. key logging software, trojans, viruses and spyware. You are responsible for ensuring your computer is adequately protected against this type of malicious software.

Complaints

If you have any complaints relating to Norwood Abbey's privacy issues please contact the Corporate Communications Manager. We will investigate all complaints.

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