

PRIVACY POLICY

AUSTRALIAN GLASS & WINDOW ASSOCIATION (AGWA)

Effective from: 1 October 2025

1. Introduction

- 1.1. AWA-AGGA Limited being the Australian Glass & Window Association ABN 57 629 335 208 (hereinafter referred to as 'we', 'us', or 'our') is committed to protecting the privacy of our members and the customers who engage with our member businesses. This Privacy Policy explains how we collect, use, disclose, and safeguard Personal Information, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

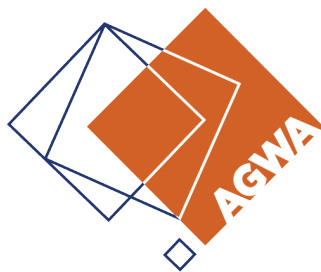
2. Definitions

- 2.1. **Ancillary contacts** mean companies and/or individuals who may not be members but who have engaged with the Association and in the course of their engagement (whether paid or unpaid) have provided personal information to us.
- 2.2. **Association** means the Australian Glass & Window Association ABN 57 629 335 208.
- 2.3. **Consumer** means a person who purchases goods or services whether for personal or commercial use.
- 2.4. **Member** means a member of the Australian Glass & Window Association ABN 57 629 335 208.
- 2.5. **Personal information** means information about an identified individual, company or an individual/company who is reasonably identifiable:
- (a) whether the information or opinion is true or not; and
 - (b) whether the information or opinion is recorded in material form or not.
- 2.6. **Privacy Act** means the Privacy Act 1988 (Cth).

3. What Information We Collect

Members

- 3.1. We collect the following types of personal information from our members (including individuals associated with member organisations):
- (a) personal contact details (name, position, email, phone number, postal address);



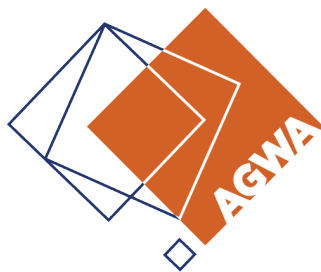
- (b) business details (ACN, ABN, trading name, business address, services offered);
- (c) Membership details (application information, membership status, renewal dates);
- (d) payment and transaction records;
- (e) participation in our programs, events, or committees;
- (f) information relating to technical inquiries;
- (g) accreditation details;
- (h) product performance data; and
- (i) any additional personal information a person provides to us, or authorises us to collect, as part of your interaction with us.

Ancillary Contacts

3.2. We collect the following types of personal information from our ancillary contacts:

- (a) personal contact details (name, position, email, phone number, postal address);
- (b) business details (ACN, ABN, trading name, business address, services offered);
- (c) payment and transaction records;
- (d) information submitted via our website forms;
- (e) participation in our programs, events, or committees;
- (f) information relating to technical inquiries;
- (g) accreditation details;
- (h) feedback or complaints submitted to us;
- (i) product performance data; and
- (j) any additional personal information a person provides to us, or authorises us to collect, as part of your interaction with us.



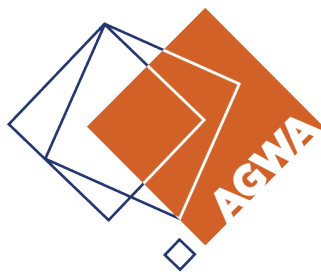


Consumers

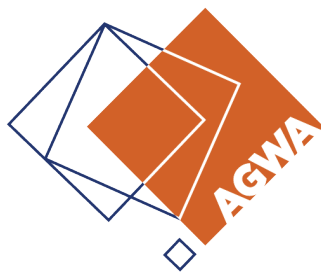
- 3.3. In limited circumstances, we may collect consumer personal information, such as:
- (a) consumer feedback or complaints submitted to us;
 - (b) consumer contact details where enquiries or concerns are raised directly with us;
 - (c) information submitted via our website forms, complaint resolution processes, or surveys; and
 - (d) any additional personal information a person provides to us, or authorises us to collect, as part of your interaction with us, including but not limited to any information provided during technical support inquiries.
- 3.4. In limited circumstances, we may collect information which is considered sensitive information. For example, if a person is attending a conference or event hosted by us, we may collect health information including food allergies for catering purposes, or in an emergency or otherwise with that person's consent.
- 3.5. We do not collect consumer payment or detailed service data unless explicitly provided by the consumer for the purposes of mediation, feedback, or investigation.
- 3.6. A person can always decline to give us any personal information we request, however that may mean we cannot provide some or all of the services that person has requested.
- 3.7. We may collect information about visitors to its website (<https://agwa.com.au/>), using cookies and code embedded on the website. Details of our use of cookies are set out in clause 7 of this Privacy Policy.

4. How and Why We Collect Information

- 4.1. We collect personal information through various means, including:
- (a) membership applications and renewals;
 - (b) communications with us (email, phone, online forms);
 - (c) participation in our events, programs or training;
 - (d) our website (eg, cookies, contact forms, complaint portals);
 - (e) customer enquiries or complaints made to us;



- (f) facilitation of the sale of equipment on marketplace and/or other public forums; and
 - (g) review of publicly available information.
- 4.2. Where reasonably possible, we will collect personal information directly from the individual or organisation. We may also collect information from third parties with consent or where permitted by law.
- 4.3. We are Australia's national peak body for the glass, glazing and window industries and serve as a focused and centralised body for industry participants to uphold standards and ethics. As an authoritative and trusted source of information and assistance for members and consumers, we provide various member support and accreditation services. The purpose of our collection of personal information and use of this personal information is to:
 - (a) administer and manage member accounts;
 - (b) communicate with members and customers;
 - (c) provide our services and benefits;
 - (d) facilitate industry training, events, or communications;
 - (e) handle complaints, disputes or feedback from customers;
 - (f) ensure compliance with our policies and standards;
 - (g) maintain technical standards and provide technical and standards advice;
 - (h) handle technical inquiries; and
 - (i) promote quality assurance and customer service within the industry and meet our compliance and objectives of a professional and sustainable industry.
- 4.4. We may also use personal information for marketing purposes including to communicate with you to update you on our latest events, news and special offers. You can opt out of receiving this communication at any time by following the 'unsubscribe' link at the bottom of the email.
- 4.5. The specific use of personal information will depend upon the nature of a person's interaction with us.

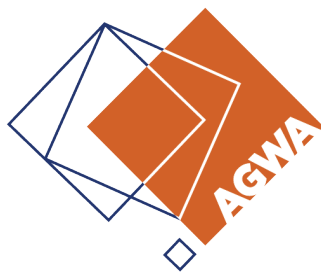


5. Storage of Personal Information

- 5.1. We store personal information via electronic record keeping methods in secure databases and/or cloud-based storage. Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the originals securely destroyed).
- 5.2. Components of personal information, primarily 'Member Test Reports' and other proprietary technical information, are only accessible by limited authorised Association employees, who are fully trained in data privacy and security best practices, and have a legitimate need to access this information and. All employees handling personal information are bound by a Non-Disclosure Agreement (NDA) to uphold the confidentiality of privacy information.

6. Disclosure of Personal Information

- 6.1. We may disclose personal information:
- (a) to service providers or contractors assisting us with operations (eg, IT providers, event organisers);
 - (b) to regulators or enforcement bodies where required by law;
 - (c) to resolve customer complaints involving a member (with appropriate consent or authority); and
 - (d) where reasonably necessary to protect legal rights, safety, or comply with legal obligations.
- 6.2. We do not sell or rent personal information to third parties.
- 6.3. We are an Australian-based organisation that engages and works with service providers, sponsors and commercial interests overseas. We do not directly disclose personal information overseas, except for in the following circumstances:
- (a) it is required by our audit or compliance partners to undertake our dispute, investigation or compliance path; or
 - (b) in the course of providing services to global third parties, a person's personal information may be disclosed to overseas recipients.
- 6.4. In circumstances where personal information is disclosed to overseas recipients, those recipients are likely to be in countries within regions in which those entities operate including, China, Europe, United States of America and United Kingdom.



- 6.5. We do not sell personal information for profit.
- 6.6. This policy will be construed in accordance with the laws and policies of Australia.

7. Cookies

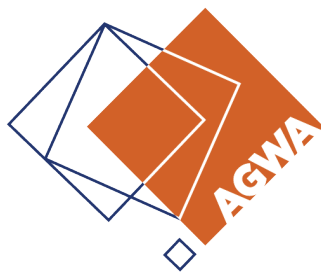
- 7.1. Our website uses cookies. A 'cookie' is a small piece of data stored on the web browser of a device and used in the customised delivery of content. This information is not personally identifiable. A person may use their browser settings to disable or otherwise manage cookies. However, in doing so, our website may not be as efficient, and content may not be accessible.

8. Access and Correction

- 8.1. You may request access to or correction of the personal information we hold about you by contacting us using the details in clause 10 of this Privacy Policy.
- 8.2. For security reasons, we may request proof of identity before disclosing or confirming personal information. Satisfaction of proof of identity will be at our sole and absolute discretion.
- 8.3. We will respond to requests for access or correction within a reasonable timeframe and in accordance with our obligations under the Privacy Act.

9. Complaints

- 9.1. If you have a privacy complaint or concern, please contact us using the details in clause 10 of this Privacy Policy.
- 9.2. Upon receipt of the complaint, we will first consider the complaint and determine whether there are any simple or immediate steps which can be taken to resolve the complaint. We will respond to a complaint as soon as reasonably practicable from the date of receipt.
- 9.3. If the complaint requires more detailed consideration or investigation, we may acknowledge receipt of the complaint and complete our investigation into the complaint promptly. We may ask a complainant to provide further information about the complaint and the outcome sought. The investigation will be conducted as soon as is reasonably practicable and we will endeavour to provide the complainant with a timeline of the investigation process.
- 9.4. If a complainant is not satisfied with our response to the complaint or considers that we may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the



AUSTRALIAN
**GLASS &
WINDOW**
ASSOCIATION

Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

10. Contact Us

- 10.1. If you have any questions about this Privacy Policy or wish to access or correct your personal information or make a complaint, please contact:

The Privacy Officer

AWA-AGGA Limited (t/as Australian Glass & Window Association) ABN 57 629 335 208

Suite 101B, Level 1, 20 Bridge St, Pymble NSW 2073

admin@agwa.com.au

+61 2 9498 2768

<https://agwa.com.au/>

11. Changes to this Privacy Policy

- 11.1. We may amend this Privacy Policy from time to time with or without the provision of notice. Persons who engage with us are encouraged to regularly visit our website to keep up to date with any changes. The current version will always be available on our website and will include the effective date at the top.