

PRIVACY POLICY

Effective Date: November 2025

This privacy policy describes the privacy practices of **Somero Enterprises, Inc.** and our website <http://www.somero.com>, as well as Somero Mobile Alerts and any apps that may be accessible via mobile devices. This privacy policy applies solely to personal information collected by this website, except where stated otherwise. It will notify you of the following:

- What personal information we collect;
- How it is used;
- With whom it is disclosed;
- How it can be accessed and corrected;
- How it is secured;
- How policy changes will be updated; and
- How to address concerns over misuse of personal information.

PERSONAL INFORMATION COLLECTION, USE, AND DISCLOSURE

We are the sole owners of the information collected on this site.

Personal information we collect

We generally collect the following information about our customers (and their personnel): name, company, email address, phone number, and shipping address.

Credit card information that is collected by an affiliate e-commerce site - <https://somero.mybrightsites.com/> - is subject to their usage and privacy policy at <https://store.promotionaldesigns.com/privacy-policy>

When you reach out to us

We only collect personal information that you voluntarily give us via email, phone or other direct contact with you. We will not sell or rent this information to anyone.

We will use your personal information to respond to you, regarding the reason you contacted us. We may also use call information to analyse trends in communications. Except where permitted or required by law, we will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g., to ship an order.

Where we have your consent, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Registration

In order to register an account on this website, a user must first complete the registration form. During registration, a user is required to give certain information (such as name, company, email address, and phone number). This information is primarily used to contact you about the products/services on our site in which you have expressed interest.

Orders

We request information from you on our merchandise store order form. To buy from us, you must provide contact information (like name and shipping address). All financial information (like credit card number, expiration date) is captured by a third-party site, and their usage and privacy policy can be found at <https://store.promotionaldesigns.com/privacy-policy> . This information is primarily used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

Disclosure

We generally disclose your personal information for purposes that are reasonably necessary to provide our services, including:

- To our service providers, such as providers of shipping services, IT services, and credit card processors. We do not authorise these companies to retain, share, store or use personal information for any secondary purposes except for the purpose of providing these services.
- To our professional advisors, such as accountants, lawyers and auditors.
- Otherwise, where permitted or required by law.

We may share aggregated demographic information with our partners and advertisers. This is not linked to any personal information that can identify any individual person.

Security

We take commercially reasonable physical, administrative, personnel, and technical measures to protect and safeguard the personal information we hold from misuse, interference, and loss, and unauthorised access, disclosure, or modification.

These measures include encrypting and securely transmitting sensitive information (e.g., credit card data), limiting employee access to only the personal information they require to

perform a specific job (e.g., billing or customer service), and implementing protective controls on computers/servers where personal information is stored or processed.

Although we make every effort to protect the personal information which you provide to us, we cannot guarantee that the storage or transmission is completely secure. If you believe that there has been unauthorized access, use, or disclosure of your personal information, please contact us at support@somero.com as soon as possible.

Cookies

We use “cookies” on this site. A cookie is a piece of data stored on a site visitor’s device to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you would not have to log in a password more than once, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance their experience on our site. Generally, the data collected by cookies does not identify you. However, we may be able to identify you when you login to your account on our site.

Some of our business partners may use cookies on our site (e.g., advertisers). However, we have no access to or control over these cookies.

YOUR ACCESS TO AND CONTROL OVER YOUR INFORMATION

You may opt out of any future marketing communications from us at any time.

You can do the following at any time by contacting us at support@somero.com

- Request to access what data we have about you, if any.
- Request a change/correct any data we have about you.
- Request that we delete any data we have about you.
- Express any concern you have about our use of your data.

UPDATES TO THIS PRIVACY POLICY

We may make changes to this privacy policy from time to time to ensure that it is up to date and accurate, and to reflect any changes to the law or our operations. The updated version will be published on our website.

AUSTRALIAN ADDENDUM

Overseas disclosure

We may disclose your personal information to recipients located outside Australia, where permitted by law.

Your information may be accessed by us from the locations in which we do business, which include the United States, China, England, and India.

Some of the IT systems we use store personal information outside Australia in countries such as the United States.

In the ordinary course of our business, we may disclose your personal information to service providers who assist us in operating our business, to comply with legal requirements, or in connection with a potential merger, acquisition, or sale of company assets in the United States, or any other country we operate our business in.

Management of queries and complaints

We take your privacy concerns seriously.

If you have any questions, comments or complaints regarding this privacy policy, your personal information, or our compliance with our privacy obligations, please contact us via email at: Help Desk - helpdesk@somero.com.

Once we have received your query or complaint, we will investigate and endeavour to respond to you within a reasonable time, usually within 30 business days.

If you are unhappy with our response time, you can lodge a written complaint with the Office of the Australian Information Commissioner at:

Office of the Australian Information Commissioner
GPO Box 5288
Sydney NSW 2001
website: www.oaic.gov.au

Other ways in which personal information is collected, used, and disclosed

In addition to information about our customers (and their personnel) collected through our website, apps, and direct contact (such as email and phone), we may also collect personal information of:

- **Employees:**
 - Name, date of birth, email address, phone number, residential address and emergency contact details.
 - Financial-related information including salary, bank account details, taxation, salary packing arrangements, and superannuation.
 - Information about entitlement to work.
 - Information about attendance at work, including leave and health information related to leave.
 - Health and safety information relevant to employment or continued fitness for employment.
 - Performance-related information, such as information gathered through performance reviews, performance management, and disciplinary processes.
 - Training and development information.
 - Information gathered through monitoring of the use of work resources and IT systems.
 - Image and movements that may be captured on CCTV.

- **Job applicants:**
 - Name, date of birth, email address, phone number, residential address.
 - Information on an applicant's resume, including employment history, qualifications, education history, professional certifications, and professional memberships.
 - Citizenship and right to work information.
 - Any information provided to us through background checks.
 - Health and safety information relevant to prospective employment and fitness for employment.
 - Information provided during interviews or in an application.
 - Information that is provided to us by an applicant's referees.

- **Personnel of contractors and suppliers** - The type of personal information that we collect will vary depending on the type of service that we deal with personnel on, but will typically include:
 - Name, title or role, email address, business address, and phone number
 - Information about the personnel's employer or an organisation who the personnel represent.
 - Any additional personal information provided to us.