

Loadrite (Auckland) Limited Privacy Policy

Protecting your personal information is important to us. So is complying with the New Zealand Privacy Act 2020 (**Privacy Act**) and the privacy laws of the other countries we operate in, including the General Data Protection Regulation (**GDPR**) (and the United Kingdom's equivalent regulations) if you are in the United Kingdom or a member state of the European Union. This Privacy Policy tells you how we will protect your privacy and collect and use your personal information. Any reference to **"we"**, **"us"** or **"our"** is to Loadrite (Auckland) Limited (NZCN: 101782), which is the "data controller" for the purposes of the GDPR, and the "agency" for the purposes of the Privacy Act.

"Personal Information" means any information that can directly or indirectly identify you or another person.

This Privacy Policy applies to anyone who:

- uses goloadrite.com (**Website**) or the Loadrite family of websites, which include (but not limited to):
 - goloadrite.com
 - loadritescales.com
 - connectedquarry.com
 - refusetruckscales.com
 - garbagetruckscales.com
 - myinsighthq.com
 - loadriteinsight.com,
- buys or uses the products or services that we supply you (**Products or Services**), users of web-based or mobile apps that reference this Privacy Policy, and the processing of Personal Information by visitors and users of the Loadrite family of websites, attendees of Loadrite events, customers and prospective customers and their representatives, subscribers to Loadrite newsletters; or
- interacts with us. Some subsidiaries of Loadrite, or other members of the Precisional Group, including Precisional, LLC. may operate under their own privacy policies or a privacy policy which supplements this Privacy Policy.

If you have any questions, you can contact our Privacy Officer at privacy@goloadrite.com.

YOUR RIGHTS

We'll only use your Personal Information for the reasons that we collected it, and in accordance with this Privacy Policy. If we don't need your Personal Information anymore for those reasons, then we'll stop using it.

If you are in a Member State of the European Union or the United Kingdom, then you have additional rights under the applicable privacy laws which are outlined in the 'GDPR' sections of this Privacy Policy.

If you don't agree with our Privacy Policy or don't want us to collect your Personal Information, then you shouldn't use our Website, Services or interact with us. If you change your mind and don't agree with our Privacy Policy anymore, then you should stop using our Website, Services or interacting with us.

For the purpose of:

- the GDPR, you ceasing to use our Website or Services, or interacting with us, does not affect the lawfulness of any processing activities based on the consent you have previously given; and
- the Privacy Act, the purpose for which your Personal Information was collected in accordance with this Privacy Policy and the lawful purpose no longer exists or your Personal Information is no longer needed for the purpose in which it was collected, then we will no longer use your Personal Information.

INFORMATION WE COLLECT ABOUT YOU

We may collect the following Personal Information:

- Your name and contact details (telephone number, email, address, etc.).
- Your purchase and account history with us (i.e., ongoing business transactions, financial details, and payment methods).
- Company data such as the name, size and location of the company for which you work.
- Unique identifiers such as customer numbers, employee ID, mobile identifiers, or cookie ID on your browser;
- Demographic characteristics
- Information about your use of our Products or Services.
- Information about the webpages you visit on our Website.
- Information you provide to us when responding to our customer surveys.
- Any other information you give us.

Loadrite (Auckland) Limited Privacy Policy

Please don't give us Personal Information about someone else unless you have their permission and they know about this Privacy Policy.

HOW WE COLLECT YOUR INFORMATION

We collect Personal Information:

- From you directly (like when you provide your details to us, register for events or correspond with us).
- From you indirectly (like when you purchase our Products or use our Services, visit our Website or interact with us on social media or in any other way online).
- From third parties (like contractors and agents that we engage to perform services on our behalf, such as to analyse traffic on our Website and social media).
- From places where the information is publicly available.

HOW WE USE AND SHARE YOUR INFORMATION

We use and disclose your Personal information:

- To provide you with our Products or Services.
- To respond to your queries regarding the Website, our Products or Services.
- To administer your account with us.
- To perform our contract with you.
- To bill you and to collect money that you owe us.
- To operate and maintain our Website.
- For our internal record keeping purposes.
- To facilitate the sale or other disposition of our business or assets.
- For marketing and sales activities based on your consent where indicated on our Website.
- To comply with our legal obligations.
- For any other purposes that you authorise.

If you are in a Member State of the European Union or the United Kingdom, your Personal Information may be transferred to or stored in a geographic region that imposes different privacy obligations than the country you are currently in. We will only transfer your Personal Information to a "secure third country", such as New Zealand, or to a third country or international organisation where appropriate safeguards are provided in accordance with the GDPR.

HOW WE SAFEGUARD YOUR PERSONAL INFORMATION OUTSIDE NEW ZEALAND

Your Personal Information is stored on Loadrite servers and the servers of our third-party providers we hire to provide services to us.

From time to time, we may disclose, and you authorise us to disclose, your Personal Information to an overseas service provider for the above purposes. We may do this where they are specialist companies in the area of processing credit card payments, providing software solutions, providing hosting services, or supporting our business processes.

We make sure that the overseas service provider is:

- a participant in a prescribed binding scheme for international disclosures of personal information; and/or
- is located in a country that provides comparable safeguards to New Zealand's privacy laws, approved by the Privacy Commissioner.

If not, then we will take reasonable steps to ensure that the overseas service provider is required to protect your Personal Information in a way that, overall, provides comparable safeguards to those required under New Zealand's privacy laws.

Examples of these steps include a written agreement between us and the overseas service provider or making reasonable enquiries regarding data protection standards of the country in which the overseas service provider is located.

WHERE WE MAY SHARE INFORMATION WITH THIRD PARTIES

Loadrite may also share your personal information:

- with our affiliates (i.e., with other companies of the Loadrite group of companies or Precisional group of companies, including Precisional, LLC.) for the above purposes;
- with third-party providers (i.e., contractors or agencies) hired to deliver Loadrite marketing programs on behalf of Loadrite;
- with resellers or authorised sales partners for the purpose of following up on requests or marketing communications;
- in legal proceedings in which we are a party or a third party, in compliance with lawful requests;

Loadrite (Auckland) Limited Privacy Policy

- where we have a good faith belief that the disclosure is necessary to protect ourselves against fraud, for reasons of cyber defence, or otherwise protecting property and safety of Loadrite, our affiliates, our customers and users;
- in the event of a merger or acquisition of the Loadrite business and are required to transfer customer information; and
- if you otherwise agree.

COOKIES

Cookies are small text files placed on your computer, mobile phone, tablet, or other electronic device to store data that can be recalled by a web server in the domain that placed the cookie. This data often consists of a string of numbers and letters that uniquely identifies your device, but it can contain other information as well. Some cookies are placed by third parties acting on our behalf. We may use cookies and similar technologies to store and honour your preferences and settings, enable you to sign-in, provide interest-based advertising, analyse how our Products or Service perform, and fulfil other business functions or operations set out in this Privacy Policy.

To enable some of the features and functionality on our Website, you may need to permit us to place cookies on your device. You can remove or block cookies by using the settings in your browser, but it may affect your ability to use our Website.

E-COMMUNICATIONS

You consent to receiving information from us about our Products, Services, promotions and competitions via email, text message and social media. If you want us to stop sending you electronic communications, then you can simply unsubscribe at any time by following the instructions included in the electronic communication.

SHARING CONTENT ON LOADRITE WEBSITE

There are places within Loadrite's Websites and apps that allow you to upload or otherwise share content, comments, and to communicate with others. Sometimes you can limit who can see your contributions, but some places can be seen by other users of the app or website. Before sharing, make sure you understand with whom you are sharing your information. Please note that when you post messages on certain user forums on our websites and apps, your email address, user name, or name may be included and displayed with your message.

To remove content you have shared on our websites and apps, please use the same app or website feature you used to share the content. If another user invites you to participate in shared viewing, editing, or commenting of content, you may be able to delete your contributions, but usually the user who invited you has full control. If you have questions or concerns about this, please contact privacy@goloadrite.com.

HOW WE PROTECT YOUR PERSONAL INFORMATION

We have reasonable protections in place against unauthorised access, use, modification, disclosure and loss of your Personal Information.

REQUEST ACCESS OR CORRECTION TO YOUR PERSONAL INFORMATION

You're allowed to see what Personal Information we have about you, and you can ask us to correct it if you think it's wrong. If there is a legal reason why we can't let you see it, or if we don't agree with your correction, then we'll tell you.

PRIVACY COMPLAINTS

If you think that we haven't properly protected your privacy, you can tell our Privacy Officer privacy@goloadrite.com, or complain to the New Zealand Privacy Commissioner.

PRIVACY POLICY CHANGES

We may from time to time change our Privacy Policy. These changes may reflect, among other things, changes in laws, our data collection practices, and/or changes to our business, Services or Products. We will post any updated policies on our Website. The updated Privacy Policy will take effect 14 days after the date it is posted.

If you continue to use our Services or continue to visit our Website or interact with us after the updated Privacy Policy comes into effect, then this will indicate that you have agreed to our changes.

If you don't agree with the changes to the Privacy Policy, then you should immediately stop using our Services and our Website.

We encourage you to review our Privacy Policy periodically for any changes.

Loadrite (Auckland) Limited Privacy Policy

GDPR

If you are in the United Kingdom or a Member State of the European Union, you have the following rights with respect to your Personal Information:

- **Lodging complaints:** You have the right to lodge a complaint with a 'supervisory authority' established by a Member State under Article 51 of the GDPR.
- **Right of rectification:** You have the right to obtain from us without undue delay the rectification of inaccurate Personal Information. We may seek to verify the accuracy of the Personal Information before correcting it.
- **Right to restrict processing:** You have the right to limit the ways in which we use your Personal Information, in particular where:
 - you contest the accuracy of your Personal Information;
 - the processing is unlawful and you oppose the erasure of your Personal Information;
 - we no longer need your Personal Information for the purposes of the processing, but you require the information for the establishment, exercise or defence of legal claims; or
 - you have objected to the processing of your Personal Information pending the verification by a supervisory authority of whether our legitimate grounds to process override your own.
- **Right of access and portability:** You have the right to request certain copies of your Personal Information held by us. You may also be entitled to request copies of Personal Information that you have provided to us in a structured, commonly used, and machine-readable format and/or request us to transmit this information to another service provider nominated by you (where technically feasible).
- **Right to be forgotten:** You have the right to request the erasure of your Personal Information without undue delay where one of the grounds set out in Article 17(1) of the GDPR apply. Please note that:
 - we may retain some of your Personal Information as necessary for our legitimate business interests, such as fraud detection and prevention and enhancing safety;
 - we may retain and use your Personal Information to the extent necessary to comply with our legal obligations. For example, we may keep some of your information for tax, legal reporting, auditing and regulatory compliance obligations; and
 - because we maintain our Site to protect from accidental or malicious loss and destruction, residual copies of your Personal Information may not be able to be removed from our backup systems.