

# SLT Enterprises Pty Ltd - Privacy and Refund Policy

## PRIVACY POLICY

SLT Enterprises Pty Ltd (ACN 100 817 445) as trustee for The SLT Trust, trading as SL-Tech Diagnostics and SL-Tech, hereby referred to as "SL-Tech".

SL-Tech is committed to protecting the privacy of its customer's and safeguarding the information we collect / have collected. This document forms our privacy policy, which is a public document and has been prepared considering the National Privacy Principle 5 - Openness. If you wish to discuss this Privacy and Refund Policy or its content, please contact us at [support@sltenterprises.com.au](mailto:support@sltenterprises.com.au) or phone 0408 235006.

SL-Tech is bound by the Commonwealth Privacy Act 1988 (including the National Privacy Principles) ("Privacy Act"), and as such, this policy has been drafted in accordance to the principles concerning the protection of your personal information.

By providing your personal information to SL-Tech, either through our website, our staff or otherwise, you agree to the collection, use and disclosure of that information in accordance with this Privacy and Refund Policy. If you do not consent to certain uses of your personal information, we may not be able to provide you with a specific product, or service.

### A.0 Collection

A.1 SL-Tech will only collect Personal Information where the information is necessary for SL-Tech to perform one or more of its functions or activities. In this context, "collect" means gather, acquire or obtain by any means, information in circumstances where the individual is identifiable or identified.

A.2 SL-Tech collects Personal Information primarily to supply customers with the products and services ordered. SL-Tech also collects and uses Personal Information for secondary purposes including (but not limited to):

- billing and account management;
- business planning and product development; and
- to provide individuals with information about promotions and other products and services of the other SLT Enterprises Pty Ltd organisations.

A.3 SL-Tech will take reasonable steps to notify individuals (including, but not limited to, our customers) of the matters listed below at or before collecting any personal information, including if the information is collected from someone else:

- the purpose for which we are collecting the information;
- our identity and how individuals can contact us, if this is not obvious;
- that individuals can access the personal information that SL-Tech holds about them;
- that individuals should contact us if they wish to access or correct personal information collected by us or have any concerns in relation to personal information; the organisations or types of organisations to whom we usually disclose the personal information including related bodies corporates and contractors; where applicable, any law that requires the personal information to be collected;
- the consequences (if any) for the individual if all or part of the personal information is not provided to SL-Tech.

A.4 Where it is not practicable for SL-Tech to notify individuals of all of the Collection Information before the collection of Personal Information, SL-Tech will ensure that individuals are notified of the Collection Information as soon as possible after the collection.

A.5 SL-Tech will collect personal information only by lawful and fair means and not in an unreasonably intrusive way. Where possible, SL-Tech will collect Personal Information about that Individual from that Individual themselves.

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## B.0 Use and Disclosure

B.1 SL-Tech will not use or disclose personal information about an individual for a purpose (secondary purpose) other than the primary purpose of collection unless:

- the individual has consented to the use or disclosure; or
- the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection and the individual would reasonably expect SL-Tech to use or disclose the information for the secondary purpose.

B.2 SL-Tech Uses Personal Information primarily for the purposes listed in A.2 above.

B.3 If SL-Tech conducts any Direct Marketing to individuals it will ensure that:

- the individual has not made a request to SL-Tech not to receive direct marketing communications;
- the individual is clearly notified of their right to Opt-Out from further Direct Marketing;
- there is only one use of the information before the Opt-Out right is given
- the individual is given an Opt-Out in all further instances of Direct Marketing if they have not previously chosen to Opt-Out; and
- if the individual chooses to Opt-Out of all Direct Marketing the Opt-Out will be respected by SL-Tech.

B.4 SL-Tech may also use Personal Information for reasons related to law enforcement or internal investigations into unlawful activities.

B.5 SL-Tech may Disclose Personal Information to related or unrelated third parties if consent has been obtained from the individual. This will include obtaining the individual's consent for Disclosures made under the credit reporting requirements of the Privacy Act.

B.6 SL-Tech may Disclose Personal Information to law enforcement agencies, government agencies, courts or external advisers where permitted or required by law.

B.7 If a Disclosure is not for a Primary Purpose; is not for a related Secondary Purpose; or upfront consent has not been obtained, SL-Tech will not Disclose Personal Information otherwise than in accordance with the exceptions set out at B.5 to B.7 above.

B.8 SL-Tech will not use Personal Information without taking reasonable steps to ensure that the information is accurate, complete and up to date.

B.9 SL-Tech does not generally sell or share its customer lists on a commercial basis with third parties but if it did, it would only do so if we had the appropriate consent of the individual involved.

## C.0 Information quality

C.1 SL-Tech will take reasonable steps to ensure that the information it collects, uses and discloses is accurate, complete and up-to-date.

## D.0 Information security

D.1 SL-Tech requires employees and contractors to perform their duties in a manner that is consistent with SL-Tech' legal responsibilities in relation to privacy.

D.2 SL-Tech will take all reasonable steps to ensure that paper and electronic records containing Personal Information are stored in facilities that are only accessible by employees of the company for the sole purpose of performing their job.

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D.3 SL-Tech will review, on a regular and ongoing basis, its information security practices to ascertain how ongoing responsibilities can be achieved and maintained.

D.4 SL-Tech will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

## E.0 Openness

E.1 The SL-Tech Director (acting as the privacy officer) will be the first point of contact for inquiries about privacy issues. Individuals wishing to make an inquiry or complaint regarding privacy should do so by contacting the Director.

E.2 The SL-Tech website will include a copy of this Privacy and Refund Policy.

E.3 This Privacy and Refund Policy is a publicly available document and is accessible by the general public.

E.4 On request by a person, SL-Tech will take reasonable steps to let the person know, generally, the sort of personal information it holds, for what purpose, and how it collects, holds, uses and discloses that information.

## F.0 Access and correction

F.1 SL-Tech will allow its records containing Personal Information to be accessed by the individual concerned in accordance with the Privacy Act.

F.2 SL-Tech will correct its records containing Personal Information as soon as practically possible, at the request of the individual concerned in accordance with the Privacy Act.

F.3 Individuals wishing to lodge a request to access and/or correct their Personal Information should do so by contacting SL-Tech Director (acting as privacy officer).

F.4 SL-Tech may charge a fee for processing an access request.

## G.0 Anonymous transactions

G.1 SL-Tech will not make it mandatory for visitors to its web sites to provide Personal Information.

## H.0 Transferring personal information overseas

H.1 SL-Tech will only send Personal Information to an unrelated organisation overseas where:

- the individual's has provided consent to the transfer; or
- the transfer is necessary for the performance of a contract between the individual and the organisation; or
- the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between the organisation and a third party; or
- the transfer is for the benefit of the individual was impracticable to obtain the consent of the individual prior to that transfer and if it were practicable to obtain such consent, the individual would be likely to give the consent.

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## I.0 Definitions

“Collect” means gather, acquire or obtain by any means, information in circumstances where the individual is identifiable or identified.

“Collection Information” means the information outlined in A.3 notified to individuals prior to, or as soon as practical after, the collection of their Personal Information.

“Direct Marketing” means the marketing of goods or services through means of communication including written, verbal or electronic means.

“Disclosure” generally means the release of information outside SL-Tech.

“Individuals” includes any natural persons and legal entity as defined by the Corporations Act.

“Opt-Out” means an individual’s expressed request not to receive further Direct Marketing.

“Personal Information” means information or an opinion (including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

“Primary Purpose” is the dominant or fundamental reason for information being collected in a particular transaction.

“Privacy Act” means the Commonwealth Privacy Act 1988 (including the National Privacy Principles).

“Privacy Policy” is taken to mean this privacy policy document.

“Reasonable Expectation” means a reasonable individual’s expectation that their personal information might be Used or Disclosed for the particular purpose.

“Use” means the handling of Personal Information within SL-Tech.

## Contacting SL-Tech

If you require further information regarding the SL-Tech’ Privacy Policy, you can contact the Director (acting as privacy officer):

Name: Scott Thomas | Director  
Email: [support@sltenterprises.com.au](mailto:support@sltenterprises.com.au)

# SLT Enterprises Pty Ltd - Privacy and Refund Policy

## REFUNDS POLICY

The SL-Tech product returns policy exists for 30 days. If 30 days have elapsed since your purchase date, unfortunately, we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging and we require you to supply a SL-Tech receipt and/or proof of purchase.

### Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 7 days.

Please note a 15% restocking fee is applied to all returns.

### Sale items (if applicable)

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

### Shipping

To return your product, you should mail your product to:

SL-Tech

PO Box 867

Warrnambool VIC 3280

You will be responsible for paying for your own shipping costs for returning your item.

Shipping costs are non-refundable.

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## SL-TECH WARRANTY

SL-Tech warrant their services for 6 months or 10,000 kilometres (whichever comes first) unless otherwise specified at the time of services were provided.

If for some reason you are not satisfied with the job completed, please contact SL-Tech via email [support@sltenterprises.com.au](mailto:support@sltenterprises.com.au) or phone 61 408 235006 for assistance.

### **Important points to note about the SL-Tech Warranty:**

Your warranty does not cover any additional costs, consequential losses, damage or loss of profits. Where the work done on your vehicle involves the supply of parts or services from a manufacturer or other service provider, then our warranty is limited to the maximum period allowed for them.

This warranty is limited to the rectification of any fault/s arising only out of the work originally performed.

Any outside interference with the work carried out other than Ultra Tune may void your Ultra Tune Warranty.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time.

If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### **Contacting SL-Tech**

If you require further information regarding SL-Tech Warranty or SL-Tech Refund Policy, you can contact us by email, or phone using the below details:

Email: [support@sltenterprises.com.au](mailto:support@sltenterprises.com.au)

Phone: 61 408 235006