

Toro Australia Privacy Policy

Purpose

The Toro Company, including Toro Australia Pty Ltd, Toro Australia Group Sales Pty Ltd, and related entities (TTC), values and respects the privacy of the people with which it works. TTC is committed to protecting your privacy and complying with the Privacy Act 1988 (as amended) (Privacy Act) and other applicable privacy laws and regulations.

The purpose of this policy is to clearly express TTC's management of personal information, including:

1. The kinds of personal information which we will collect and hold;
2. How we will collect, hold, use, and disclose personal information;
3. The purpose for which we collect, hold, use, and disclose personal information;
4. How you may access personal information that is held by us and seek correction of such information;
5. How you may complain about a breach of Australian privacy law and how we will deal with such a complaint;
6. Whether we are likely to disclose personal information to overseas recipients;
7. If we are likely to disclose personal information to overseas recipients, the countries in which such recipients are likely to be located.

Policy

Personal Information

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g., your name) or indirectly.

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us. The personal information we collect about you may include:

- name;
- mailing or street address;
- date of birth; email address;
- and phone number.

You do not have to provide us with your personal information. Where possible, we may give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal

The Toro Company reserves the right to amend or rescind this policy at any time with or without written notice to employees.

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information, we may not be able to provide you with our services or otherwise interact with you.

How We Collect Your Personal Information

We only collect and hold your personal information by lawful and fair means. In some circumstances, we may collect and hold your personal information, including when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- participate in surveys or questionnaires;
- attend a TTC event;
- subscribe to our mailing list; and
- apply for a position with us as an employee, contractor, or volunteer.

We may also collect your personal information from third parties or through publicly available sources. This will likely occur in instances where: you have consented for this collection; or you would reasonably expect us to collect your personal information in this way and it is necessary for us to collect this information for a specific purpose.

The Purpose For Which We Collect And Hold Personal Information

We endeavor to only collect and hold personal information which is relevant to the operation of TTC. Our purpose for collecting or holding personal information about you is so that it may be used directly for our functions or activities.

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- assess credit applications;
- review existing credit terms;
- assess credit worthiness;
- collect overdue payments;
- assess credit guarantees;
- internal management purposes;
- marketing;
- sales; and
- business development purposes and direct marketing.

We may also collect personal information for both the primary purposes specified herein and purposes other than the primary purposes, including the purpose of direct marketing.

We may disclose personal information to a CRB in accordance with the permitted disclosures as defined under the Act. We may disclose your credit information to the following CRB's listed below.

Veda Advantage
Level 15, 100 Arthur Street
NORTH SYDNEY NSW 2060
Tel: 1300 921 621

NCI
Level 2, 165 Grenfell St
ADELAIDE SA 5000
Tel: 1800 882 820

Dun & Bradstreet
Level2, 143 Coronation Drive
MILTON QLD 4064
Tel: 07 3360 0600

Creditor Watch
Level 13, 109 Pitt Street
SYDNEY NSW 2000
Tel: 1300 501 312

Experian
Level 6, 549 St Kilda Road
MELBOURNE VIC 3004
Tel: 03 9699 0100

Disclosure of Personal Information

We will endeavor to only use and disclose personal information for the primary purposes noted above in relation to the functions or activities of our company.

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- our third-party service providers (for example, our IT providers);
- our marketing providers; and
- our professional services advisors.

In addition, we may disclose your personal information where you have provided your consent, we have informed you that your personal information will be provided to a third party; we have informed you that your personal information will be provided to a third party; we are required by law to provide your personal information to a government agency or other organization; the disclosure of the information will prevent a serious

threat to somebody's life or health; and the disclosure of the information reasonably necessary for the enforcement of criminal law.

Transfer Of Personal Information Overseas

We may choose to, if permitted by law, share and/or disclose your personal information with recipients outside of Australia, including in the United States of America. Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained.

How We Protect Your Personal Information

TTC will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases/records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you; and
- having technological measures in place (for example, anti-virus software, fire walls).

Online Activity

The Toro website uses cookies, tracking pixels, and related technologies. Cookies are small data files that are served by our platform and stored on your device. Our site uses cookies dropped by us or third parties for a variety of purposes, including to operate and personalize the website. Also, cookies may be used to track how you use the site to target ads to you on other websites.

Retention Of Personal Information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example, for record-keeping obligations.

Accessing Your Personal Information

TTC will endeavor to keep your personal information accurate, complete, and up to date. If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting privacy@toro.com and we will usually respond within 30 days.

We may need to authenticate your identity to ensure the correct person is requesting the information. You will only be granted access to your personal information where we are permitted or required by law to grant access.

Inquiries and Complaints

For complaints about how TTC handles, processes, or manages your personal information, please contact privacy@toro.com. Note we may require proof of your identity and full details of your request before we can process your complaint. Please allow up to 30 days for TTC to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with TTC's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint. If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Toro Australia
53 Howards Road
Beverley SA 5009
Phone: 08 8300 3633
Email: privacy@toro.com