

## FOREVER NEW PRIVACY POLICY

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FN Singapore Investments Pte Ltd (201014172M) and the Australian company Forever New Clothing Pty Limited (ABN 11 118 100 100) (collectively, **Forever New**) are committed to protecting the privacy of everyone who shops or interacts with us, and this policy sets out our commitment to you on privacy.

Forever New abides by the Australian Privacy Principles (APP) contained in the Australian Privacy Act 1988, the Australian Privacy Principles 2014 and the Personal Data Protection Act of Singapore.

Forever New may collect personal information about you in store, online through our website [www.forevernew.com.au](http://www.forevernew.com.au) and using our Forever New social media accounts, apps and pages. By providing your personal information to Forever New and by using our websites, social media accounts, apps and pages, you are consenting to Forever New collecting your personal information and using it in accordance with this privacy policy.

Please do not provide your personal information to Forever New or use our websites, social media accounts, apps and pages if you disagree with any of the practices described in this privacy policy or do not consent to our collection, use or disclosure of your personal information as described in this privacy policy.

### **Collecting personal information**

Forever New may collect personal information from you including your name, address, phone and other contact details, occupation, email address, merchandise information, and method of payment. Forever New may also collect transaction information relating to your purchases with Forever New and your preferences.

Forever New collects personal information in the normal course of providing services to you. These services include:

- Providing information in store;
  - Processing online purchases and payments;
  - When you contact Forever New customer service;
  - Processing credit card purchases;
  - Purchases and arranging product holds;
  - Using Forever New social media accounts, pages and apps;
  - Processing gift cards purchases;
  - Entering Forever New online and in store competitions;
  - Using of social media accounts, apps and pages and log-ins (which may be hosted by third parties);
  - Recording customer accident details; and
  - Processing cash refunds.
- If you consent and sign up to do so, receive Forever New email marketing communication

Forever New may also collect personal information for recruitment and employment purposes, for trade references or other contractual arrangements.

### **Why do we collect your personal information?**

We collect personal information as detailed above, which we may later use to customise our services, to provide relevant consumer information and if you so consent, to provide marketing and re-marketing communications across Forever New sites, properties, stores and marketing channels.

### **Use of your personal information**

In most circumstances personal information will be collected directly from you. Forever New may if you so consent, use your personal information to keep you up to date with Forever New's product ranges, specials, promotions and offers that you may be interested in including for direct marketing. Specifically, you authorise Forever New to contact you regarding your purchase and use of our online store.

Any information collected is safely and securely stored and only used for the purposes for which it was collected. We restrict access to your personal information, maintain technology products to prevent unauthorised computer access and use SSL (secure sockets layer) encryption technology when processing your financial details at our online store. The majority of personal information collected is stored within Australia, however third parties that we contract with may host this data in a cloud based system or in the United States of America.

Forever New does not sell or trade any personal information collected. However, we may share some of the personal information we collect with our related corporations and service providers, contractors who help us provide services, and/or trading partners. We often need to share your information with companies who perform parts of our service delivery. This may include:

- Service providers e.g. IT services, mailing services, remarketing platforms, data analysis;
- Companies assisting Forever New with marketing and competitions;
- Regulatory authorities;
- Professional advisors; and
- Any other third party required by law.

Where we share your information, Forever New will ensure that your personal information is stored and processed securely and in accordance with this privacy policy, in each country or territory in which your personal information is stored and/or processed, through instruments to which the recipient of your personal information is legally bound (such as contractual agreements)

Forever New may also publish some of your personal information on our websites or social media pages where you have entered a competition or promotion run by Forever New.

#### **Unsolicited information**

Forever New may in turn receive unsolicited personal information about you from third parties or from you directly. For example, unsolicited information may come into our possession during the course of dealing with customer complaints or general enquiries. If it is clear to us that we should not have collected that information, Forever New will destroy or de-identify that information, provided it is lawful and reasonable to do so.

#### **Email marketing communications**

If you have registered to receive email marketing communications from FN Singapore Investments Pte Ltd or Forever New Clothing Pty Ltd we reserve the right to contact you in regards to Forever New. You can opt-out of receiving email marketing communications at any time. To unsubscribe, simply sign into your account and untick the 'Manage Your Subscriptions' box or click to unsubscribe from the bottom of any of our email marketing communications.

#### **Linking to Third-Party Websites**

When you click on links and banners on our site that take you to third-party websites, you will be subject to that third-party's privacy policies. While we support the protection of privacy on the Internet, Forever New is not responsible for the actions of any third-party web sites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies only to information collected by us.

#### **Cookies**

Our websites use "cookies" - small data files that are stored on your computer when you visit a website. Cookies enable you to shop on our website and may be used in a variety of ways to enhance or personalise your online browsing and shopping experience. Cookies may eliminate the need to repeatedly enter the same information, enabling us to improve the content, reliability and functionality of our websites, evaluate the effectiveness of advertising on our websites, and track website usage patterns. Accepting a cookie will not give us access to any data on your computer other than the data stored in the cookie. You may experience a loss of functionality as a result of configuring your web browser not to accept cookies.

## **Protection of personal data**

Forever New shall protect personal information in our possession or our control by making reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks.

## **Online Ordering security**

Forever New adheres to credit card and personal information being kept secure at all times. Therefore, to help ensure that your shopping experience is safe and secure Forever New uses EV Secure Socket Layer (SSL) technology. Extended Validation SSL Certificates give high-security Web browsers information to clearly identify a Web site organisational identity. This encrypts all the information you send across to us including your credit card details. All pages that require you to enter your personal information or payment details on our site have the Extended Validation Standard, which will cause the URL address bar to turn green in your browser; this verifies the authenticity of our online security.

Forever New may update its privacy policy from time to time without notice in line with customer expectations and legislative changes, and an updated policy will be posted on Forever New's websites.

## **Retention of personal information**

Forever New will not keep personal information longer than is reasonably necessary for the purpose for which it was collected, or for any legal or business purpose. Examples of a legal or business purpose which may justify the retention of such information include a situation where:

- (i) the information is required for handling any on-going legal claim or action;
- (ii) retention of the information is required for compliance with any applicable laws or regulations; or
- (iii) the information is required to carry out business operations, such as to generate annual reports or performance forecasts.

Forever New will ensure that personal information is securely destroyed or erased from our systems when it is no longer required.

## **Complaints**

If you have any queries or concerns regarding Forever New's Privacy Policy or wish to access or correct your personal information, please email our customer service team on [customer.service@forevernew.com.sg](mailto:customer.service@forevernew.com.sg) or notify a member of staff at your nearest store.

If you wish not to receive any communications or marketing from Forever New, please use the unsubscribe button or contact the customer service team above.

## **Right of access**

You have the right to review, amend, delete, and/or withdraw your consent for use of your personal information that may be held by Forever New by making a request to our customer service team. We will take all reasonable steps to comply with the request, except where it is required for legal reasons.

More information about Australian privacy law is available from the Office of the Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)