

Privacy Notice

CRATE MATES AUSTRALIA PTY LTD

This Privacy Notice (this “Notice”) describes how Crate Mates Australia Pty Ltd ACN 691 907 301 / ABN 60 691 907 301 (“Crate Mates”, “we”, “us” or “our”) collects, holds, uses, discloses and protects your personal information, and the rights and choices you have with respect to your personal information.

We handle personal information in accordance with the Privacy Act 1988 (Cth) (the “Privacy Act”) and the Australian Privacy Principles (the “APPs”). “Personal information” has the meaning given to it in the Privacy Act and broadly means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether recorded in a material form or not. A subset of personal information is “sensitive information” (including information about a person’s health, racial or ethnic origin, political opinions, religious beliefs or sexual orientation) which is subject to higher protections under the Privacy Act.

Personal information does not include publicly-available information that is lawfully made available from government records, or information that has been de-identified or anonymised in a way that means it can no longer reasonably be associated with an identifiable individual.

QUICK REFERENCE

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1 Scope

This Notice applies to your interactions with Crate Mates, including when you:
visit our website at cratematesstorage.com.au (the “Site”) as a visitor without creating an account (“Visitor”);

use any of our services, including the online and offline services we offer relating to portable storage (collectively, the “Services”);

create an account with us (“Account Holder”), whether on our Site or through our subscription products; or sign up for a paid subscription to our Services (“Member”). Members, Account Holders and Visitors may be referred to collectively as “Users”.

This Notice does not apply to personal information collected from job applicants or our employees. If you have questions about those practices, please contact us using the details in section 14.

2 Personal information we collect and why

The personal information we collect depends on the type of User you are, the context of your interactions with us, the choices you make, the Services you use and applicable law.

2.1 Members

We collect the following categories of personal information from Members:

Identifiers – your name, residential and/or service address, email address and phone number (including mobile number, if you provide it). We collect this information to provide the Services to you, including to set up and maintain your Account, manage interactions and transactions, provide important notices, respond to enquiries and provide customer support. If you provide your mobile number and consent for us to send you SMS, we will use your number to communicate with you about your Account, to provide support, and (subject to the Spam Act 2003 (Cth)) to send marketing messages, unless you opt out.

Transaction information – we collect payment information (such as billing address and card token/last-four digits from our payment processor) and a record of your subscription and Retrieval history. We use this information to process payments, comply with tax obligations and improve our Services.

Crate contents descriptions – general descriptions and (where you choose to provide them) photographs of the items you store with us, so we can provide and improve the Services and respond to enquiries. We ask that you do not provide sensitive information (such as health information) via these descriptions.

Preferences and inferences – information about your subscription preferences, the number and frequency of Crates you order, and inferred preferences. We use this information to improve customer support and to make subscription suggestions.

Other personal information – you may choose to provide additional personal information via email, post, phone, messaging, web forms or surveys. We use this to provide customer support and to improve the Services. Please do not submit sensitive information via these channels.

2.2 Account Holders

If you create an Account but do not become a Member, we collect:

Identifiers – your name, email address and phone number (including mobile number if you provide it) so we can set up your Account and respond to your enquiries.

Other personal information – any additional personal information you choose to provide via our communication channels.

2.3 Visitors

We do not collect personal information directly from you when you browse the Site as a Visitor, unless you choose to contact us via email or an online webform. If you contact us, please do not include sensitive information.

2.4 Information collected automatically

We collect technical information when you interact with the Site or Services, regardless of whether you are a Member, Account Holder or Visitor. For example, we collect your IP address, device model, internet service provider, browser type and operating system, as well as Site interaction data such as referring/exit pages, links clicked, pages viewed, time spent and access timestamps. We use this information to improve our Site and Services and to understand how people use them. For more information, please see our Cookie Policy (where available).

2.5 AI and machine learning

We may use information you provide to improve, develop and enhance artificial intelligence (“AI”) and large language model capabilities used to support our Services, such as to provide personalised offerings and gain a better understanding of User needs. Any input data used in our AI systems is aggregated and de-identified so that it cannot reasonably be associated with an identifiable individual.

3 How we collect personal information

We collect personal information directly from you when you sign up, place an order, contact us or otherwise interact with our Services. We may also collect personal information from third parties (such as our payment processors, identity verification providers, freight and logistics partners,

marketing and analytics providers, and publicly available sources) where it is reasonable and practicable to do so. If we receive personal information about you that we have not requested, we will deal with it in accordance with APP 4.

4 Disclosing personal information

We disclose your personal information as required by law and as part of our business operations, including to:

Logistics and freight partners – to deliver, collect and transport Crates to and from your Premises and our Facility, including your name, address, phone number and Crate contents description (where required);

Payment processors – to authorise, process, settle and refund transactions;

Cloud hosting and IT providers – to provide data storage, processing and IT support;

Customer support providers – including providers that use AI to assist with customer support;

Marketing and analytics providers – to understand how Users interact with our Services, to deliver marketing communications and to measure marketing effectiveness;

Professional advisers – such as our lawyers, accountants and insurers;

Government, regulatory and law enforcement bodies – where required or permitted by law;

Any potential or actual purchaser – in connection with a sale, merger, restructure or acquisition of all or substantially all of our business or assets, in which case personal information may be transferred as part of that transaction (subject to compliance with the Privacy Act); and

Other suppliers and service providers – acting on our behalf in the operation of our business.

We may also use and disclose de-identified or aggregated information that does not identify or relate to an individual, for any purpose, unless prohibited by law.

5 Direct marketing

From time to time we may use your personal information to send you marketing communications about our products, services, promotions and events. We will only send commercial electronic messages (such as marketing emails and SMS) in accordance with the Spam Act 2003 (Cth). You can opt out of marketing communications at any time by using the unsubscribe link in any marketing email, replying “STOP” to a marketing SMS, or contacting us using the details in section 14. We will action opt-out requests as soon as reasonably practicable. We do not sell your personal information.

6 Cookies and other tracking technologies

When you visit our Site we use cookies and similar technologies (such as web beacons and pixels) to automatically collect certain technical information from your browser or device. We use these technologies to operate and improve our Site, remember your preferences, and (with your consent where required by law) to deliver and measure marketing. Most browsers allow you to disable or restrict cookies via your browser settings; please note that disabling cookies may affect the functionality of the Site.

Some web browsers may transmit “Do Not Track” signals. There is no industry consensus on how to interpret those signals and, accordingly, we do not respond to “Do Not Track” signals at this time.

7 Overseas disclosure

We operate our Services from Australia and primarily store personal information in Australia. From time to time we may disclose personal information to overseas recipients (including cloud service providers, IT support providers and parent or affiliate entities). Where we do, we will take reasonable steps to ensure that the recipient does not breach the APPs in relation to that information, and we will comply with APP 8. The countries to which we may disclose personal information include (without limitation) the United States, the United Kingdom, the European Union and Singapore. You consent to these overseas disclosures and acknowledge that, by giving this consent, APP 8.1 will no longer apply to the disclosure and we will not be accountable under section 16C of the Privacy Act for the acts and practices of the overseas recipient that would otherwise breach the APPs.

8 Retaining your personal information

We retain personal information for as long as necessary to fulfil our legal and contractual obligations, support business operations, develop our Site and Services, resolve disputes and enforce our rights. When personal information is no longer required and we are not required by law to retain it, we will take reasonable steps to destroy or de-identify it. The criteria we use to determine retention periods include the amount and type of personal information, the purpose of processing, the potential risk of harm from unauthorised use or disclosure, whether we still need it for our business purposes, and any legal or regulatory requirements that apply.

9 Security

We take the security of your personal information seriously. We employ administrative, physical and technical measures designed to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These include encryption in transit (TLS/SSL), access controls, firewalls and staff training. However, no security system is impenetrable. We do not

guarantee the security of our databases, nor that personal information transmitted over the internet will not be intercepted. Where we are required to do so by law (including under Part IIIC of the Privacy Act), we will notify you and the Office of the Australian Information Commissioner (the “OAIC”) of any eligible data breach.

10 Your privacy rights and choices

10.1 Access and correction

Under APP 12, you have the right to request access to personal information we hold about you. Under APP 13, you may request correction of any personal information that is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, please contact us using the details in section 14. We will respond to your request within a reasonable period and generally within 30 days. Where we refuse a request for access or correction, we will provide a written notice setting out the reasons for the refusal and your rights of complaint.

10.2 Deletion and other rights

You may also request that we delete or anonymise personal information we hold about you. Please note that if you request we delete certain personal information, we may no longer be able to provide you with the Services (for example, if you request that we delete your address, we will not be able to deliver or pick up your Crates).

10.3 Marketing opt-out

Email: use the unsubscribe link at the bottom of any marketing email.

SMS: reply “STOP” to any marketing SMS. Text “HELP” for help.

Unsubscribe from Services: contact us at hello@cratematesstorage.com.au.

10.4 Identity verification

To protect your privacy and maintain security, we may need to verify your identity before responding to a request. We may ask you to confirm certain details that we hold so we can match your request to your record. Where you appoint an authorised representative to make a request on your behalf, we may require evidence of that authority before we act on the request.

11 Complaints

If you have a complaint about how we have handled your personal information, please contact us using the details in section 14. We take complaints seriously and will respond to your complaint within a reasonable period (generally within 30 days). If you are not satisfied with our response, you may

lodge a complaint with the OAIC:

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: 1300 363 992

Post: GPO Box 5288, Sydney NSW 2001

12 Minimum age

Our Services are not directed to children under the age of eighteen (18). We do not knowingly collect personal information from individuals under 18. If we become aware that we have collected personal information from a person under 18 without parental consent, we will take reasonable steps to delete that information.

13 Changes to this Notice

We periodically review and update this Notice to reflect changes to our products, processes and practices, or to legal requirements. You can see when we last updated this Notice by referring to the “Last updated” date at the bottom of this Notice. We encourage you to review this Notice from time to time. If we make significant changes we will notify you by email, via the Services or by publishing the new Notice on our Site. If you do not agree with the changes, we recommend you stop using our Site and Services.

14 Contact us

To submit questions about this Notice, to update or request changes to your personal information, or to make a privacy complaint, please contact us via one of the following methods:

PRIVACY OFFICER

Privacy Officer, Crate Mates Australia Pty Ltd

ACN 691 907 301 | ABN 60 691 907 301

Email: hello@cratematesstorage.com.au

Last updated: 7 June 2026

[End of Privacy Notice]