

# Terms and Conditions

Last updated: 17/7/2018

Please read these Terms and Conditions carefully before using the [aupropertyexpo.com](http://aupropertyexpo.com) website operated by First Media Australia Pty Ltd (FMA).

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

## General Terms and Conditions

These terms regulate the provision of FMA's service. Your use of the Service is subject to these Terms and Conditions ("T&Cs"). FMA reserves the right to update and change the T&Cs from time to time without notice or acceptance by you. By using the Service, you signify your irrevocable acceptance of these T&Cs.

These Terms and Conditions relate both to the sale of Expo booths and attendance at events.

The views and or opinions expressed by the speakers, hosts, exhibitors, and visitors do not necessarily state or reflect those of the FMA and its management.

## Errors

While FMA takes all reasonable care to ensure that all booths are correctly priced and only available for sale when intended, sometimes errors may occur. FMA may cancel an order made as a result of any such error, although in the case of a pricing error FMA will endeavor to contact you to give you the option of purchasing the booth at the correct price.

## Privacy Policy

We respect your privacy.

At FMA, the security of personal information that we collect is of utmost importance to us.

You can find information about how we handle and manage your personal information in this Privacy Policy. Our aim is to provide this information to you in an open and transparent manner, so that you can make informed decisions about your dealings with us. However, if you have any questions about this Privacy Policy or how we manager your personal information, please contact us. This Privacy Policy also provides information about how you can seek access to and correction of the personal information that we hold about you.

We may update or revise this Privacy Policy from time to time. You can find the most current version on our website or as us for a copy.

What kinds of personal information does FMA collect and hold? The kinds of personal information that we collect with vary depending on our interaction with you but may include:

- Your name and other contact details (like your mobile number);
- Your email address;
- Your gender;
- Your company's name;
- Transaction details relating to any purchase(s) that you have made with us or that have been made on your behalf;
- Any preferences that you select; and
- Any other personal information which may be required in order to facilitate your dealings with us.

How does FMA collect personal information? Generally, we collect personal information when you:

- Make a purchase with us through channels including our website, call center, or other paper-based transactions;
- Register as a visitor for free via our website;
- Participate in a FMA survey, competition, promotion, lucky draw or other marketing campaign;
- Sign up to a waitlist or an event;
- Make an inquiry or a complaint;
- Have other dealings with us, for example, via social media or in person, over the phone or when you write to us.

In certain circumstances, we may also collect personal information about you in the course of combining and analyzing different data sets which, in and of themselves, may not contain personal information.

Sometimes we collect personal information about you from other sources, for example:

- People making a purchase on your behalf;
- Our business clients such as venues, and promoters; or
- Third party suppliers and contractors who assist us to operate our business, such as:
  - Information technology suppliers
  - Marketing and digital services suppliers
  - Research and development organizations
  - Data partners
  - Analytics consultants; and
  - Publicly available sources of information

Also, from time to time, FMA collects personal information about individuals who are not customers. This is usually where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. Our policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

How does FMA hold personal information? FMA may hold your personal information in electronic or hard copy format or a combination of both. This personal information may be combined or linked with other information held about, or which we attribute to, you, including:

- Information (personal or otherwise) that we collect from our website or from third parties; and
- Personal information we receive from our group companies and client businesses, who, in common with us, have a relationship with you and where we understand that you have

consented to such group companies and client businesses sharing your personal information with us.

We have taken a number of physical, electronic and procedural steps to protect your personal information from misuse, interference, loss, unauthorized access, modification or disclosure.

FMA protects the personal information it collects in a secure database. It is in proprietary data format, which may only be read using proprietary tools.

Data collected is stored in a protected, secure data form and is unreachable by the Internet. FMA employees are required, as a condition of their employment, to treat personal information held by FMA as confidential, and to maintain the confidentiality of that personal information.

What are the purposes for which FMA may collect, hold, use and disclose personal information?

Generally, FMA only uses personal information for the primary purpose for which we have collected it, or for another closely related secondary purpose. Our potential uses of personal information which FMA collects (and for which you consent to us using your personal information for) may include:

- To process and fulfill your orders from us;
- To contact you if there is an event cancellation or change in event details;
- To get a better understanding of you, your needs, your behaviors and how you interact with us in order to identify ways in which we can provide you with a better service, or enhance your experience of your website or other services;
- So that we can promote our products and services to you and the products and services of third parties that we deal with;
- To allow our related companies to promote their products and services to you and those of their partners;
- For business research and development of new products and services;
- To facilitate the competitions, special offers and promotions that we or our partners run;
- Displaying content and advertising that is customized to your interests, preferences and experiences, including through online targeted marketing, data and audience matching and market segmentation activities;
- Verifying your identity;
- So that we can respond to inquiries and complaint handling;
- For the conduct of data analytics and predicting trends;
- Marketing services in connection with the products and services we provide; and
- To comply with our legal and regulatory obligations and enforce our legal rights.

From time to time, there may be other purposes for which we collect, hold, use and disclose your personal information. We will tell you about these at the point of collection.

Who might FMA disclose my personal information to? FMA may disclose your personal information:

- To venue operators and to promoters of events for which you register. FMA discloses your personal information to such organizations for operational purposes and also because from time to time they may choose to provide you with information about their events by ordinary post. If you consent, these organizations may use this information to provide you with promotional and marketing at any time directly with the organizations which have obtained your information.

- To sponsors who (unless they obtain a separate consent from you) use it for operational purposes only, for example, to provide you with additional information about the event or venue you are attending; and
- To third party contractors and service providers who help us operate our business or provide a service to you. FMA may disclose your personal information to third party contractors and service providers who, for example, help us operate our computer systems, provide us with fraud prevention services, and operate certain features accessible from our website.

Otherwise, FMA will only disclose your personal information:

- Where we are required to do so by law;
- If the disclosure is permitted under the Privacy Act 1988 (Cth); or
- If you have consented to the disclosure.

### **Cookies, Tracking and Advertising**

For each visitor to our website and mobile site, our server automatically recognizes and stores the visitor's IP address. In addition, our website and mobile site use cookies. To enhance your experience when using our website or mobile site, these store information you have provided to us (such as your postcode, preferences, region and name) to enable us to provide a more personalized service to you. If you use the 'Remember Me' feature during the 'sign in' process, the cookies will also store your sign in username. Our website and mobile site may also carry third party cookies, which automatically collect anonymous information from you, such as your demographics and interests. This information may be disclosed to third parties for the purpose of providing you, and others, with more targeted event information and/or an enhanced advertising experience both on and off the FMA website or mobile site. Most web browsers are set by default to accept cookies. We also use cookies for measuring, collecting, analyzing and reporting data from our website and in connection with general marketing and research services. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors. Sometimes our website or mobile site contains links to third party websites, for your convenience and information. When you access a non-FMA website, please understand that FMA is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit. To try and bring you offers that are of interest to you, FMA has relationships with other companies that we allow to place advertisements on our web pages. If you visit our website or mobile site, ad serving companies may collect information such as your domain type, your IP address and clickstream information.

### **Booking Terms and Conditions**

Booking will only be confirmed unless the following has been received:

- Signed Terms and Conditions
- Exhibitor's company and contact details
- 30% (non-refundable) deposit is received 6-month prior of the expo or at the time of submission of this booking form

Due to limited participants are allowed, booking is on first-come first-serve basis. Delay in deposit payment may affect exhibitor's rights in participation in the Expo.

30% (non-refundable) deposit payment has to be received within 7 days to secure the booth. Remaining balance must be paid at least 60 days prior to the Expo (FMA reserves rights to claim

compensation for late cancellation). The payment will not be refunded within 30 days prior to the event.

Where the remaining balance is not received, the organizer of the Expo reserves the rights to cancel the booking without notice.

Usage of audio system is prohibited at individual Exhibition stand.

Exhibitors are financially responsible for any damages sustained to during the Expo, including but not limited to: booth panels, building, the common facilities, and fixtures. The organizer and the booth supplier have rights to claim for damage.

Exhibitors can only have four sales persons per standard booth and limited promotion area near hired booth.

### **Access and Correction**

Under the Australian Privacy principles, you have a right to request access to the personal information that FMA holds about you and seek its correction. Please send your request to our office, including your contact details such as email address and mobile number and enclose a copy of a form of identification such as a current driver's license or passport.

Complaints and how to contact us can be contacted by:

- Telephone: 07 3323 3988
- Email: [info.qld@firstmediaaustralia.com](mailto:info.qld@firstmediaaustralia.com)
- Letter to PO Box 950, Sunnybank QLD 4109