

HINBRO PRIVACY POLICY

This policy outlines how we use and manage Personal Information and Sensitive Information provided to, or collected by, us.

PERSONAL INFORMATION AND SENSITIVE INFORMATION

'Personal Information' is defined in the Privacy Act 1988 (Cth) as:

information or an opinion about an identified individual, or an individual who is reasonably identifiable:

a) whether the information or opinion is true or not; and

b) whether the information or opinion is recorded in a material form or not.

'Sensitive Information' includes things such as race, sexual orientation, political opinions, members of a trade association or trade union, criminal record or health information.

TYPE OF PERSONAL INFORMATION COLLECTED

The type of Personal Information we collect and hold includes:

- Identification information, such as your name, date of birth and address
- Telephone numbers and e-mail address
- Licence details
- Credit information, such as details relating to credit history, credit capacity, and eligibility for credit

COLLECTION & USE OF PERSONAL INFORMATION

We will not collect Personal Information (other than Sensitive Information) unless the information is reasonably necessary to:

- provide goods and services to you
- establish an account for you
- contact you about your orders

We will generally collect Personal Information held about you by way of forms you fill out, including a credit application form or an order form. We will also collect information that you provide via email or other forms of writing, or that you provide during discussions with our staff.

We will not collect Personal Information about you from third parties unless:

- you consent to the collection of the information from someone else; or
- it is unreasonable or impracticable to collect the information from you.

If we collect Personal Information from a third party, we will inform you that Personal Information has been collected and the circumstances of such collection.

If we are required to collect Personal Information about you under an Australian law, we will inform you of this, including details of the law requiring the collection.

Collection of Sensitive Information

We will not collect Sensitive Information about you unless:

- you consent to the collection of the information; or
- the information is reasonably necessary for one or more of our functions or activities; or
- the collection of the information is required or authorised by or under Australian law or a court/tribunal order; or
- a permitted general situation exists in relation to the collection of the information by us; or
- a permitted health situation exists in relation to the collection of the information by us.

Unsolicited Personal Information

Where we receive unsolicited personal Information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we'll handle this information the same way we do with other information we seek from you. If not, we will destroy or de-identify it.

DIRECT MARKETING

With your express consent, we may use or disclose Personal Information (including Sensitive Information) about you for the purposes of direct marketing. You can ask us not to do this at any time by emailing Peter Hinds at info@hinbro.com.au or writing to Peter Hinds at PO BOX 237 Altona, Victoria 3018.

SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect your Personal and Sensitive Information against misuse, loss, unauthorised access, interference, modification and disclosure. The protective steps we take include:

- confidentiality requirements of our employees
- document storage security policies
- security measures for access to our systems
- only giving access to Personal Information to a person who is verified to be able to receive that information

CORRECTION OF PERSONAL INFORMATION

We aim to ensure that the Personal Information we hold is accurate, up-to-date and complete. Please ensure any information you provide is accurate, up-to-date and complete, and notify us if you believe we hold information that is outdated, inaccurate, misleading, irrelevant or incomplete so that it can be corrected. We will not charge you for a correction.

ACCESS TO PERSONAL INFORMATION

You are entitled to access your Personal Information held by us.

If you wish to access your Personal Information, you should make a written request to Peter Hinds at PO BOX 237 Altona, Victoria 3018. We are entitled to deny access to you if:

- you do not give us reasonable notice of your request for access;
- you fail to provide sufficient proof of identity;
- providing access would create an unreasonable impact on the privacy of others;
- providing access would pose a serious threat to life, health or safety to any individual or to the public in general;
- the request is frivolous; or
- denial of access is otherwise authorised by law.

We may charge a fee to cover our reasonable costs in meeting an access request.

COMPLAINTS

Complaints about breaches of the Australian Privacy Principles by us may be made by contacting Peter Hinds at info@hinbro.com.au or writing to Peter Hinds at PO BOX 237 Altona, Victoria 3018. If you do not consider that your complaint has been adequately dealt with by us, you may make a further complaint to the Office of the Australian Information Commissioner, which has complaint handling responsibilities under the Privacy Act.