

PRIVACY POLICY

This Privacy Policy applies to the collection, use and disclosure of personal information by **WRIGHT FOREST PRODUCTS PTY LTD ABN 15 087 525 657** (“**We**”, “**Our**”, “**Us**”) and is made in accordance with the Australian Privacy Principles which apply to us pursuant to the *Privacy Act 1988* (Cth) (“**Privacy Act**” or the “**Act**”).

This Privacy Policy sets out how we handle your personal information when you interact with us, for example, through our dealings with you as a customer, guarantor, supplier, contractor or job applicant. It also applies to information we collect when you visit and use our website (“**Website**”).

We are committed to maintaining the privacy of the personal information of our customers, visitors to our Website and other individuals we deal with.

WHAT THIS PRIVACY POLICY OUTLINES

This Privacy Policy outlines:

- the kind of personal information that we may collect about you, how we collect and hold it;
- the purposes for which we collect, hold, use and disclose personal information;
- how we may disclose that personal information;
- how you can access the personal information we hold about you and seek its correction (if required); and
- how we protect personal information.

Third Party Websites

Please note that our Website may contain links to other websites which are operated by third parties that have their own privacy policies and are not subject to this Privacy Policy. We encourage you to read the privacy policy of those sites and make no representations or warranties about the information of statements you may encounter on third party websites or how those websites handle your personal information.

PERSONAL INFORMATION

What kind of personal information do we collect?

Examples of personal information we collect include:

1. **personal information** you knowingly choose to disclose that is collected on an individual basis including your name, date of birth, address, phone numbers, email addresses, work-related information, occupation, driver’s license details, banking and credit card details, financial

statements, and credit information including but not limited to reports, history, standing and capacity; and

2. **Website use** we collect information about when you visit our Website.

How do we collect personal information?

In most cases, we will collect personal information directly from you, including:

- when you submit digital or hard copy forms;
- when you deal with us, in person, in writing, online or by telephone;
- when you submit an application, purchase order or request, or through our other dealings with you; or
- when you use our Website or submit information through our Website.

Sometimes we may collect information about you from third parties for example, when conducting credit checks. We may also collect your information indirectly by collecting information that is in the public domain.

This Privacy Policy applies to all personal information collected by us, whether or not we have directly requested that information.

Why do we collect personal information and how do we use it?

We collect information for the purpose of carrying out our functions and activities, and otherwise where permitted by law, including:

- to respond to your communications;
- engaging with you for the supply of goods and services (e.g. purchase orders, quotes and invoicing);
- managing the supply of our goods and services to you;
- doing business with you and managing our relationship;
- providing you with information about our goods and services and marketing;
- from job applicants who apply for employment with us, so that we can assess their suitability for vacant positions and/or contact them about future employment opportunities that arise;
- assessing credit applications and/or guarantees;
- verifying the identity of our customers and users including conducting credit checks to prevent fraud;
- providing a credit facility for the purchase of our goods and services;
- dealing with complaints, claims and disputes;
- debt recovery; and

- complying with legal and regulatory requirements e.g. the Personal Property Securities Act 2009, which requires us to collect and/or disclose your personal information in order to search for and register security interests.

Ordinarily we will only use or disclose your personal information for the purposes for which it was collected, and which relate to our functions and activities, or other purposes related to the purposes set out above that you would reasonably expect. We may, for example, disclose your personal information to third parties for the purposes set out above, such as to our suppliers, advisors and contractors who assist us in providing our goods and services to you, and to trade referees and credit reporting bodies for assessing credit applications. Otherwise, we will only use or disclose your information with your consent.

From time-to-time we may use and disclose the personal information we hold about you to contact you about special offers, promotions, and products and services we think may be of interest to you. You can unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

Collection of “Cookies” and IP Addresses

Similar to other commercial websites, our Website may use cookies, web server log files and similar technologies to collect or receive information about how our Website is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our Website, and the websites visited just before and just after our Website. This technology enables us to ascertain when a person uses the Website and helps us to improve our Website. You can refuse cookies by selecting the appropriate settings on your browser and/or deleting cookies stored on your computer, however this may affect the functionality of our Website.

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as traffic data so that data (such as the Web pages you request) can be sent to you.

Do we send your personal information overseas?

We are not likely to disclose your personal information directly to overseas recipients. However we use service providers who may store or process your information overseas including but not limited to North America via cloud-based servers.

How you can access and correct your personal information

You may request access to all your personal information that we collect and maintain in our database by emailing us at accounts@wrightforestproducts.com.au

We will generally make your information available to you within 14 days of receiving your request.

You must advise us of any updates or changes to your personal information and can do so by email to us at accounts@wrightforestproducts.com.au

How we protect your personal information

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of your personal information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the personal information we collect online.

If we no longer require any information for any purpose for which the information may be used or disclosed in accordance with this Privacy Policy, we will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de-identified.

Notifiable Data Breach Scheme (NDBS)

Whilst we use best endeavours to ensure the security of your personal information, in the event that there is a data breach, we will address this in accordance with the NDBS which forms part of the Privacy Act.

Under the NDBS, an Eligible Data Breach is deemed to have occurred when:

- there is unauthorised access to, unauthorised disclosure of, or loss of any Personal Information held by us; and
- the access, disclosure or loss of such Personal Information is likely to result in serious harm to any of the individuals to whom the information relates.

If we become aware of an Eligible Data Breach or that there are reasonable grounds to suspect that there may have been an Eligible Date Breach:

- we will immediately take all reasonable steps to contain and protect the personal information from any further unauthorised access, disclosure or loss;
- we will then conduct an assessment of the circumstances to determine if there was an Eligible Data Breach and identify the breach;
- if the unauthorised data breach would be likely to cause you serious harm, we will notify you and any relevant authority (e.g. the Australian Information Commissioner) as soon as possible and in accordance with our obligations under the Privacy Act and other relevant laws.

If necessary, we will also provide you with the steps that you should take in response to the breach.

POLICY UPDATES

This Policy may change from time to time. Please check for the latest version, available on our Website.

COMPLAINTS

If you have a complaint about how we have handled your personal information, please contact us immediately. We ask that you make any complaints in writing and via the email address below.

We will endeavour to respond and resolve any complaint as soon as practicable. If you are dissatisfied with the response, you may also lodge a complaint with The Office of the Australian Information Commissioner (OAIC) by calling 1300 363 992. Details on how to lodge a complaint with OAIC are also set out on the OAIC's website at <https://www.oaic.gov.au/privacy/privacy-complaints/>

FURTHER INFORMATION

If you have a privacy concern or query about our Privacy Policy or the way in which we handle your personal information, you can contact us as follows:

Telephone: 1800 102045

Email: accounts@wrightforestproducts.com.au