



**BAR-TRUSS
DRYSDALE TIMBER & HARDWARE**

PRIVACY POLICY

Barwon Timber and Hardware Pty Ltd ABN 39 006 592 525, Bar-Truss Pty Ltd ABN 87 103 238 295 and Drysdale Timber & Hardware ABN 66 104 780 841 (collectively “we”, “us” or “our”) respect people's privacy. This document sets out how we may collect, hold and use personal information. By providing personal information to us, you consent to its use, storage and disclosure in accordance with this policy.

Our Privacy Principles

We are bound by the Australian Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth) (**Act**). We have adopted internal policies and procedures to ensure that personal information that we collect, store, use and disclose is dealt with in accordance with the APPs.

Collecting personal information

We may need to collect personal information about you and others including names, addresses, phone numbers and other contact details as well as details regarding shareholdings, employment history, bank account details, credit card information and tax file numbers.

We may need to collect personal information so we can:

- identify our clients, potential clients and their representatives;
- provide or offer you products, services or other benefits;
- inform you or others of any initiatives we think may be of interest to you or them;
- conduct our business and provide our products and services in a professional and efficient manner; and
- develop and implement initiatives to improve our products and services.

If we are not provided with all the personal information we request, we may be unable to provide you with credit or do business with you or others.

Personal information may be collected by us:

- when we are contacted about our products or services or respond to an inquiry, either in person or over the telephone or internet; and
- when you provide us with information by completing various forms including order forms, credit applications and credit card payment authorisation forms.

The personal information we collect will usually be recorded in hard copy files designated for the purpose for which the personal information was collected and/or updated on our computer database.

Any additional purpose for which the information is collected (not included in this policy) will be identified when we collect the personal information, or as soon as practicable afterwards.

Collecting sensitive information

We may need to collect sensitive information about you or others. Where we are required to and it is practicable to do so, we will seek your consent before collecting your sensitive information and inform you of the purpose of the collection at that time. Where you provide sensitive information to us, you provide consent to us collecting it and using it in accordance with this policy, unless you tell us otherwise.

Use of personal information

We will use personal information:

- to verify your identity;
- to provide services that we are obliged to provide;
- to improve our services to you or others;
- to inform you or others of our marketing initiatives;
- to derive or aggregate anonymous information from which individuals cannot be identified;
- to prevent or lessen a threat to a person's life or health;
- where disclosure is reasonably necessary for the establishment, exercise or defence of a claim;
- for the purpose for which it was collected, or for a related purpose (or a directly related purpose in the case of sensitive information);
- where the individual concerned would reasonably expect us to use the information; or
- for any other purpose, where an individual has consented to its use for that purpose.

Disclosure of information

Except where indicated above, we will not disclose personal information to a third party unless:

- the disclosure is for a primary purpose for which the information was collected;
- the individual concerned has consented to the disclosure;
- the third party is our agent or contractor, in which case we will require them to disclose and to use the personal information only for the purpose for which it was disclosed;
- there are reasonable grounds to believe that disclosure is necessary to prevent or lessen a threat to your life or health or that of another person;
- the disclosure is to a related body corporate;
- the disclosure is reasonably necessary for the establishment, exercise or defence of a claim; or
- the disclosure is permitted, required or authorised by or under law.

Information collected via our website

To ensure we are meeting the needs and requirements of our website users, and to develop our online services, we may collect aggregated information by using cookies. Cookies are unique identification numbers like tags that are placed on the browser of our website users. The cookies do not in themselves identify users personally, but are linked back to a database record about them.

We may use cookies to track use of our website, and to compile statistics on visits to the site in an aggregated form and log anonymous information. When a user visits our site a cookie may be placed on their machine. Where a user has visited us before, the cookie may be read each time they re-visit the site. We do not use this technology to access any other personal information of a user in our records and a user cannot be personally identified from a cookie.

If a user chooses not to have their browser accept cookies from our site, they are still able to view the text on their screens.

Marketing

We may use personal information to advise the individual concerned of new services and marketing initiatives that we think may be of interest to them. Those who prefer not to receive information about our services or seminars can contact our Privacy Officer by email at accounts@barwontimber.com.au and request to be removed.

We will not disclose personal information to a third party to enable that party to direct market their products or services to an individual, unless that individual has expressly consented to that disclosure. We may require written confirmation of a request to be removed from our circulation list, for example where legislation requires us to provide particular communications to the individual concerned.

Updating your information

We ask that you tell us of any changes to the personal information we hold about you. You may notify our Privacy Officer by email at accounts@barwontimber.com.au at any time to request that your personal information is amended or updated. We will then take reasonable steps to correct the information in the manner requested.

Security

We are committed to maintaining safeguards to protect personal information against unauthorised use, disclosure, access, interference, modification, destruction and accidental loss in accordance with the APPs and industry standards for the security and protection of information. While we take all reasonable steps to ensure the security of our systems, we cannot provide any guarantee regarding security of personal information and we will not be held responsible for events arising from unauthorised access of your personal information.

Destruction of records

We will destroy or de-identify any personal information that we hold which is no longer needed for any purpose permitted by the APPs unless we are required by law to retain such personal information.

Access to personal information

We will generally allow an individual access to any personal information that we hold about them on request - subject to any restrictions on access under the APPs or any other relevant privacy or data protection laws. We will try to give the individual concerned access in a form and manner that suits their needs. To request such access please contact our Privacy Officer by email at accounts@barwontimber.com.au.

Charges for access

An individual will not incur charges for lodging a request to access personal information. However, we may levy a reasonable charge for providing access to that information. We will provide an estimate of any charge on request, or if it appears to us that the work will be onerous or otherwise warrants a charge.

Transferring information overseas

We typically do not transfer personal information to any entity outside Australia. However, in the event that we do disclose information to an overseas' recipient, we will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the disclosed personal information. Personal information you disclose to us will only be held or processed overseas in accordance with all applicable law.

Changes to our policy

We may update or change this policy. When we do so, we will publish the current policy on our website. Please check our website to review this policy regularly.

Complaint resolution

If you have any questions about privacy-related issues or you would like to raise a concern or complaint about how we have handled your personal information or our compliance with this policy or the APPs please contact our Privacy Officer by email at accounts@barwontimber.com.au.

If you are not satisfied with the outcome of your complaint, or require further information on privacy, further information can be found on the Office of the Australian Information Commissioner's website at www.oaic.gov.au.