

**Document ID/****Title 0101-12 Privacy Policy & Collection Statement**

Lindsay Australia Limited and its associated entities including but not limited to Lindsay Transport Pty Ltd, Lindsay Brothers Management Pty Ltd, Lindsay Fresh Logistics Pty Ltd and Lindsay Rural Pty Ltd (collectively Lindsay Australia) are committed to protecting your privacy and securing your personal information.

Lindsay Australia is bound by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) as amended. We have procedures to ensure that all personal information is handled in accordance with Australian Privacy Principles.

This Privacy Policy outlines our policy on the management of personal and credit information. Including information on how we collect, use and manage personal information.

**1. What is personal information?**

Personal information is information that could identify you. Examples of personal information include your name, address, date of birth, telephone number and email address, or information related to credit history.

Personal information may include 'sensitive information', such as ethnic or racial origins, religious beliefs, political association, professional memberships, criminal record, health or genetic information.

**2. How does Lindsay Australia collect personal information?**

Lindsay Australia collects personal information through a number of means including when you contact us (including via our website), if you apply for a job with us, if you apply for a credit account with one of our businesses or in connection with your shareholding whether received directly from you or a service provider.

**3. What personal information does Lindsay Australia collect?**

Lindsay Australia may collect the following personal information:

- Identification information including your contact details, address, date of birth, gender, current occupation, employer and employment history, drivers licence number, referee details, qualifications, emergency contact details;
- financial information, superannuation information and bank account details;
- credit information, credit infringements, judgements, certain insolvency information, the fact that a person has applied for credit and the amount and type of credit;
- medical history and other health information;
- salary information and Tax File Number; and
- other identification documents.

Lindsay Australia will only collect 'sensitive information' if you have consented to the collection of that information, and the information is reasonably necessary for Lindsay Australia to perform any of our functions or activities, or if the collection of sensitive information is authorised or required by law, court order or order of another competent authority or tribunal.

#### **4. For what purposes will Lindsay Australia use your personal information?**

We may use personal information:

- to assess your suitability on employment or credit related applications;
- to record your attendance at events;
- in connection with any shareholding you have with Lindsay Australia;
- for other purposes for which your personal information was collected or you have consented;
- if required by any court, authority, tribunal, or to comply with Australian law.

In connection with an application for employment, Lindsay Australia may disclose the information contained in your application to third party service providers for purposes such as screening, aptitude testing, medical testing and human resources management activities. Where appropriate you may be requested to provide specific consent to Lindsay Australia to provide your Personal Information to such third party providers. Sensitive information including in relation to health is used by us to assess your suitability for conducting certain forms of work so as to ensure your continued safety and the safety of others at our workplaces.

If you make an application for credit with a Lindsay Australia business, we may request certain credit information from you or a credit reporting body, and disclose the information we receive to one or more credit reporting bodies, in accordance with relevant law. We may use this information to assess your credit application and if applicable registration of security interests under the Personal Properties Securities Act 2009 (Cth).

The information relevant to a credit application may include identification information, the type and amount of credit applied for, the fact that information was requested from a credit reporting body (and the information received following such a request), any court judgments relating to credit provided to you in the past, and information relating to your solvency from the National Personal Insolvency Index.

#### **5. To whom do we disclose personal information?**

We may engage third party service providers to perform services, in some circumstances it may be necessary for us to disclose your personal information to those service providers. We may be obligated to disclose personal information under relevant laws.

Disclosure of personal information may be in connection with:

- Mailing and delivery services;
- credit card payment authorisation;
- Insurance;

- Shareholding;
- Superannuation;
- Employment and training;
- Legal advisers, auditors and other experts;
- promotions, research and industry bodies;
- credit reporting bodies or agencies including Dun and Bradstreet (Australia) Pty Ltd and Veda Advantage Information Services & Solutions Limited;
- Court order, legal or enforcement action, Regulatory or legal authorities or as otherwise required by law; and
- Other organisations where we have obtained your consent.

Where possible we engage with third parties on the basis that personal information we provide to them is used only for the purpose it was provided, it is kept secure, and is handled by them in accordance with the Privacy Principles.

#### **6. Will we disclose personal information to overseas recipients?**

It is highly unlikely that we would disclose personal information to overseas recipients. If we were to disclose information to overseas recipients we would do so in compliance with the Privacy Act.

#### **7. Do you have to provide personal information to us?**

There is no obligation to provide your personal information to us. Should you withhold your personal information or adopt a pseudonym it may be difficult for Lindsay Australia to perform services for you or undertake certain activities.

#### **8. How do we protect personal information?**

Lindsay Australia has processes, documentation and systems in place to protect your personal information from unauthorised access, use, disclosure or alteration.

Only authorised team members performing designated tasks are permitted to see or use personal information held by Lindsay Australia.

We use a combination of physical and electronic security measures to protect personal information, including restricting physical access to our offices, firewalls and secure databases to keep personal information secure.

Your personal information will not be on-sold to any other party for any purpose, and will only be provided to other parties engaged by us to assist us in the provision of our products and services (refer to Section 5).

Lindsay Australia will take reasonable steps to de-identify or destroy personal information when it is no longer required for one of Lindsay Australia's business functions, activities or for legal requirements.

## 9. Can you correct your personal information?

We will use reasonable endeavours to ensure that the personal information we hold is accurate, however we rely on the accuracy of the personal information provided to us. If your personal information changes or is inaccurate we encourage you to contact us to update the personal information. Our contact details are set out below.

## 10. How can you access or correct the personal information we hold about you?

Wherever it is possible, appropriate and lawful, we will provide you with a copy of the personal information we hold about you and we will correct the personal information if it is wrong. If we do not allow you access to any part of the personal information we hold about you, we will tell you why and notify you of available complaint mechanisms.

If you wish to obtain access to your personal information held by us, or to request us to correct any errors in that information, please contact the Privacy Officer:

Phone (07) 3240 4356  
Mail: The Privacy Officer  
152 Postle Street  
Acacia Ridge QLD 4110  
Fax (07) 3054 0240

## 11. How can you make a complaint about a privacy matter?

If you wish to make a privacy-related complaint, please contact the Privacy Officer, contact details are set out above in section 10. Any complaint will be handled by our Privacy Officer, we will endeavour to resolve any concern as soon as reasonably possible.

If you are not happy with the response to your complaint you can contact the Office of the Australian Information Commissioner:

Phone: 1300 363 992  
Fax: (02) 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Mail: GPO Box 5218, Sydney NSW 2001

## 12. Lindsay Australia's internet policy

Lindsay Australia generally only collects personal information from its website when it is provided voluntarily by you, for example if you send us an electronic message.

When you visit the Lindsay Australia website or download information from it, our Internet Service Provider (ISP) makes a record of your visit and records the following information:

- Your internet address;
- Your domain name, if applicable; and
- Date and time of your visit to the website.

Our ISP also collects information such as the pages our users access, the documents they download, links from other sites they follow to reach our website, and the type of browser they use. However, this information is anonymous and is only used for statistical and website development purposes.

Whilst we use measures to protect information provided via our website the internet is not always a secure environment and there may be risks to your personal information if it is supplied to us via the internet.

### **Use of cookies**

A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server.

Lindsay Australia makes limited use of cookies on this website. Cookies are used to measure usage sessions accurately, to gain a clear picture of which areas of the website attract traffic and to improve the functionality of our website.

When cookies are used on this website, they are used to store information relating to your visit such as a unique identifier, or a value to indicate whether you have seen a web page. We use session (not permanent) cookies. They are used to distinguish your internet browser from the thousands of other browsers. This website will not store personal information such as email addresses or other details in a cookie.

Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

### **13. Changes to this Privacy Policy**

This policy is subject to change. We will endeavour to promptly update our website at [www.lindsayaustralia.com.au](http://www.lindsayaustralia.com.au) with any amended Privacy Policy. You can contact the Privacy Officer to obtain a current copy of this Privacy Policy.

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