

## **0101-09 Privacy Policy**

**Lindsay Australia Limited ACN 061 642 733**

## 1.0 Purpose

For the purposes of this Policy, Lindsay Australia/us/we shall mean Lindsay Australia Limited ABN 81 061 642 733 and its associated entities including but not limited to Lindsay Rural Pty Ltd ACN 090 821 300, Lindsay Transport Pty Ltd ACN 055 792 919, Lindsay Fresh Logistics ACN 600 103 242 and Lindsay Brothers Management Pty Ltd ACN 010 571 954.

Protecting personal information has always been important to us, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), the Privacy Act 1988 (Cth) ('**the Act**') and the Credit Reporting Code of Conduct ('**CRCC**') means that we have legal obligations to protect personal information. The Act, in accordance with Australian Privacy Principles and the CRCC, determines how we must handle personal information.

## 2.0 Scope

This is our policy on the management, collection, security, integrity, disclosure of and access to personal information including our clients; entities include but are not limited to individuals, companies, trusts, trustees and their assigns ('you') whose personal information we manage, collect, secure, disclose and correct in accordance with our reasonable business purposes.

<b>Personal Information Examples</b>	<b>Purpose of collection and disclosure of personal information and how we protect and manage that personal information</b>
<b>Contact details, date of birth, occupation, driver's licence, employment history, salary information, Tax File Number, qualifications, ethnic or racial origin, religious beliefs, political association, professional memberships, criminal record, health and genetic information, and other identifying information, financial information, bank account details, type of credit, day on which the credit is entered into and terminated, the terms and conditions of the credit that relate to the repayment of the amount of credit, the maximum amount of credit available under our credit terms, repayment history information (RHI), transaction history information, default information, serious credit infringement information, court proceeding information, publicly available information and personal shareholding in Lindsay Australia information.</b>	<p>If we collect this type of information it is generally collected from your credit application form submitted to us, an application for employment and from third parties such as credit providers and insurers etc. Examples of third-party providers of your personal information include:</p> <ul style="list-style-type: none"><li>• The Courts</li><li>• Australia Post</li><li>• Communications providers</li><li>• MyGov</li><li>• Banks and deposit taking institutions</li><li>• ASIC</li><li>• Utility Providers</li><li>• Real Estate Agents</li><li>• Share registries</li></ul> <p>We may also collect your publicly available information relating to credit worthiness and if applicable registration of security interests under the Personal Properties Securities Act 2009 (Cth).</p> <ul style="list-style-type: none"><li>• Court judgments/writs</li><li>• Bankruptcy and personal insolvency information</li><li>• Directorship and Proprietorship Information</li></ul>

We may also be required to use and disclose your personal information in accordance with the law (for example by direction of a court/tribunal).

**Personal Information Examples****Purpose of collection and disclosure of personal information and how we protect and manage that personal information**

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	<p>We may disclose your personal information to our professional advisors, and we may use your personal information for insurance purposes, or in relation to claims, audit processing and litigation and/or to assess your suitability for employment or credit related applications connected with Lindsay Australia.</p>
<b>Credit card payment authorisation</b>	<p>We may sometimes require you to complete and sign our credit card payment authorisation form for the purposes of transacting with us. Upon your request, this information will be destroyed if it is no longer required for the purposes of our business functions, activities or legal requirements.</p>
<b>Unsolicited or sensitive information</b>	<p>We may sometimes collect sensitive information. Sensitive information is only collected if the information is reasonably necessary for the purpose of performing our functions and activities. We will destroy unsolicited information, whether sensitive or otherwise, unless it is necessary for the reasonable purposes of our business.</p>
<b>Anonymity or pseudonymity</b>	<p>We will preserve the anonymity or pseudonymity of an entity where practicable, in the circumstances and in accordance with the law.</p>
<b>Quality of personal information</b>	<p>We will take all reasonable steps to maintain accurate and complete personal information. You may access your personal information and request that your personal information is corrected.</p>
<b>Direct and Promotional Marketing</b>	<p>We will not use and/or disclose personal information for any direct or promotional marketing purposes without your prior consent. If you subscribe to our Newsletter you consent to your nominated subscription details being obtained, retained and used by us for direct or promotional marketing purposes until you advise us otherwise by notice in writing.</p>
<b>Government related identifiers</b>	<p>Unless you otherwise authorise us, we will not collect and/or disclose government related identifiers with the exception of your driver's licence information which may be collected in order to accurately identify you.</p>

## Personal Information Examples

## Purpose of collection and disclosure of personal information and how we protect and manage that personal information

### Overseas disclosure of Information

We may send your personal information offshore for business processing and administrative purposes. If we do, we would do so in compliance with our statutory obligations.

## 3.0 Security of Information

### 3.1 Administration security

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.

We have appointed a range of specialist service providers for our business such as lawyers, accountants and other contractors. These service providers are authorised to use personal information maintained by our business to the extent that is necessary for them to provide their contracted services. Our service providers are required to treat that information in the strictest confidence in accordance with confidentiality provisions in our agreements with the service providers and otherwise in accordance with the law.

### 3.2 Website Access and Use

Cookies may be used by us to collect information including IP addresses about people from our website. There are many aspects of the site which can be viewed without providing personal information, however, for access to Lindsay Australia customer support features you are required to submit personally identifiable information. Cookies allow us to determine who has seen particular pages on our website and how frequently. This can help us to identify your preferences and allow us to recommend content we believe you'd be most interested in or would be most relevant to you.

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will use data collected from the time of the policy change for these new purposes only.

## 4.0 Access to and correction of your personal information

You can request access to and correction of your personal information that we hold by contacting the company as follows:

Phone: (07) 3240 4356

Fax (07) 3054 0240

Mail: The Privacy Officer - 152 Postle Street Acacia Ridge QLD 4110

We will endeavour to provide you with the copies of the personal information you require or to correct your personal information within a reasonable time following receipt by us of your request.

If a fee will apply to supply of the information, or we are permitted by law to withhold certain information, or we are unable to correct your personal information, we will advise you as soon as reasonably possible following receipt of your request for that information or correction.

### **5.0 Destruction of Information**

We will destroy personal information upon your request. You can contact us using the contact details set out above in this Policy or by accessing our website [www.lindsayaustralia.com.au](http://www.lindsayaustralia.com.au). The exception to this is if the personal information is required in order to fulfil the reasonable purposes of our business or the information is required to be maintained and/or stored in accordance with the law.

### **6.0 Complaint procedure**

If you have concerns about how we manage your personal information you may contact us using any of the below methods set out above in this Policy.

We will provide you with an acknowledgement upon receipt of your complaint and seek to resolve it within 45 days.

In the event you are not satisfied with the resolution provided you may escalate your complaint to 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

For further information about privacy obligations please visit the Office of the Australian Information Commissioner website at [www.oaic.gov.au](http://www.oaic.gov.au).

### **7.0 Changes to 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.