

**Tasmanian Dairy Products Co Ltd**  
**ACN 149 714 198**

**PRIVACY STATEMENT**

## **Your rights in relation to privacy**

**Tasmanian Dairy Products Co Ltd ACN 149 714 198 (TDP)** understands the importance of protecting the privacy of an individual's personal information. This statement sets out how TDP aims to protect the privacy of your personal information, your rights in relation to your personal information managed by TDP and the way TDP collects, uses and discloses your personal information.

In handling your personal information, TDP will comply with the *Privacy Act 1988 (Cth)* (**Privacy Act**) and with the ten National Privacy Principles in the Privacy Act. This policy statement may be updated from time to time.

## **What kinds of personal information does TDP collect?**

Personal information is information that identifies an individual. During the provision of our services, TDP may collect your personal information.

Generally, the kinds of personal information TDP collects depends on the types of services and products, provided by, or to, you. This information may include:

- ≡ contact details such as your name, address, telephone number and email address;
- ≡ financial information such as bank account details, account balances, income, assets and information about financial transactions; and
- ≡ information about your credit worthiness and credit history.

In some circumstances TDP may also hold other personal information provided by you.

## **How does TDP collect personal information?**

Generally, TDP collects your personal information directly from you, through the completion of forms, discussions and/or other exchanges whether written or verbal. There may be other occasions when TDP collects your personal information from other sources such as from an information services provider, credit reporting agencies, credit providers or a publicly maintained record.

## **Why does TDP need your personal information?**

TDP collects your personal information for the purposes of providing any of the below applicable services:

- ≡ constructing and operating milk processing facilities;
- ≡ making, supplying and exporting processed milk products;
- ≡ providing and facilitating loans to suppliers;
- ≡ facilitating payments to suppliers;
- ≡ accounting, billing and other internal administrative purposes;
- ≡ identifying and informing you of products and services that may be of interest to you; and
- ≡ any other legal requirements.

You are under no obligation to provide your personal information to TDP. However, without certain information from you, TDP may not be able to provide its services to you.

## **Who does TDP disclose your personal information to?**

TDP discloses your personal information for the purpose for which TDP collects it. That is, generally, TDP will only disclose your personal information for a purpose related to the provision of milk processing services, milk products, loans and ancillary products and services. This may include disclosing your personal information to third parties engaged to perform administrative or other services. This disclosure is always on a confidential basis. TDP may also disclose your personal information with your consent or if disclosure is required by law.

## Security of your personal information

TDP takes reasonable steps to ensure that the personal information it holds is protected against misuse, loss, unauthorised access, modification or disclosure. TDP securely holds personal information in both hard copy and electronic forms, including in secure databases on secure premises, accessible only by authorised staff.

## Can you access the personal information that TDP holds about you?

Under the Privacy Act, you have a right to access your personal information that is collected and held by TDP. If at any time you would like to access or change the personal information that TDP holds about you, or you would like more information on TDP's approach to privacy, please contact TDP.

To obtain access to your personal information, you will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected.

TDP will take all reasonable steps to provide access to your personal information within 30 days from your request. In less complex cases TDP will try to provide information within 14 days.

If providing you with access requires a detailed retrieval of your personal information, a fee may be charged for the cost of retrieval and supply of information.

## How to contact us

For further information or enquiries regarding your personal information, please contact TDP's Privacy Compliance Officer ;

Robin Johnson, Company Secretary, P.O. Box 222, Smithton TAS 7320, [rjohnson@tasdairyproducts.com](mailto:rjohnson@tasdairyproducts.com).

## Privacy complaints

Please direct all privacy complaints to TDP's Privacy Compliance Officer. At all times, privacy complaints:

- ≡ will be treated seriously;
- ≡ will be dealt with promptly;
- ≡ will be dealt with in a confidential manner; and
- ≡ will not affect your existing obligations or affect the commercial arrangements between you and TDP.

TDP's Privacy Compliance Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Federal Office of the Australian Information Commissioner.

Approved by the Board of Directors on 20<sup>th</sup> September 2012.