

## PRIVACY POLICY

We are bound by the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth). We are committed to upholding these principles in our business.

### What information do we collect?

We only collect the information that we believe is reasonably necessary for us to conduct our business.

We may collect personal information about our customers, such as:

- full name;
- date of birth;
- address;
- contact details;
- directors' details (if a company)
- trade references and their contact details;
- financial details, including bank account details; and
- credit information (as defined by the *Privacy Act 1988* (Cth)).

We may collect personal information about our employees and prospective employees such as:

- full name;
- date of birth;
- address;
- contact details;
- referee contact details;
- bank account, tax file numbers and superannuation details.

We collect personal information, such as contact details and financial/bank account details, about our suppliers.

On your request, we will allow you to assume a pseudonym, a nickname or to remain anonymous when dealing with us, unless it is reasonably impractical for us to operate in this way.

### How is your information collected and held?

As much as we can, we will endeavour to collect information directly from you. Where that may not be practical, we may collect information about you from third parties. When we do so, we will comply with

the Australian Privacy Principles, particularly in relation to the solicitation of information and the notification of collection of sensitive information.

We may collect sensitive information about our employees, such as medical information, drug and alcohol test results, driver licence details and driving record transcripts, which is essential to us being able to provide a safe working environment. We will always collect this information directly from you or with your authority or consent.

The personal information about prospective employees may be provided to us by the individuals themselves, or by third parties such as recruitment agencies, previous employers, referees or providers of pre-medical assessments.

We hold your information using a variety of electronic and physical security measures, including restricted access to our files, computers and offices and the use of firewalls and security databases to secure personal information.

### **How we use your information**

We respect that your personal and sensitive information is strictly confidential. We use personal and sensitive information for the following purposes:

- recruitment and employment;
- occupational health and safety;
- communications and deliveries;
- invoicing and accounts; and
- credit checking (not applicable to employees).

We only use the above information for the purpose that you provide it to us. For example, as an employee we only use your bank account details for the purposes of payroll, or as a customer we only use your credit information to enquire into credit worthiness. We never use credit information for the purposes of direct marketing.

We only collect the information that we feel is necessary to provide our various services, or to fulfil our obligations as an employer. From time to time we may be required to undertake credit-reporting.

We do not report credit repayment information to any other entity. We may report credit default information to a credit reporting body in accordance with the *Privacy Act*.

We take reasonable steps to protect all personal information from misuse, loss, unauthorised access and disclosure, but cannot guarantee that the information will not be misused, lost, accessed or disclosed.

### **Who has access to your information?**

Some of our employees will have access to personal and sensitive information held about others.

We may also need to share your personal or sensitive information with other organisations. This may include debt collectors, credit reference agencies, IT providers, insurance companies and assessors and superannuation funds.

In the event that it is necessary to share personal information with an overseas organisation, we will obtain your consent and require that the overseas organisation protects the information to the same standard that we do.

### **Accessing and correcting your information**

You have the right to access information we hold about you and suggest corrections, where applicable, including corrections to credit information.

In accordance with the Australian Privacy Principles there are limited circumstances where we may not be able to provide you access to your information. If we deny your request for access, we will explain the reasons why we have done so.

Please contact Sonia Cachia, Credit Officer on (02) 42765 614 or email [accounts@campbellpetroleum.com](mailto:accounts@campbellpetroleum.com) to request access or corrections to your personal or sensitive information.

### **Comments, complaints?**

If you would like to make a comment or wish to know more about the way we handle your personal or sensitive information please contact our Credit Officer (from above).

If you wish to make a complaint please write to us. We will endeavour to respond within 30 days. If you are unsatisfied with our response you may then complain to the Office of the Australian Information Commissioner (OAIC). For more information, please visit the OAIC website at [www.oaic.gov.au](http://www.oaic.gov.au).

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