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SHELLFISH CULTURE LTD

PRIVACY POLICY

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TABLE OF CONTENTS

| | | |
|-----------|---------------------------------------------------------------------------------|-----------|
| 1 | AIM | 3 |
| 2 | POLICY | 3 |
| 3 | TYPES OF INFORMATION THAT WE COLLECT AND HOLD | 3 |
| | 3.1 General information | 3 |
| | 3.2 Information required by law | 4 |
| 4 | COLLECTING YOUR INFORMATION | 4 |
| | 4.1 Collecting personal information | 4 |
| | 4.2 Collecting personal information from other sources | 4 |
| | 4.3 What happens if you do not provide us with your personal information? | 5 |
| | 4.4 Notification of collection of personal information | 5 |
| 5 | PROTECTING PERSONAL INFORMATION | 5 |
| | 5.1 Storing personal information..... | 5 |
| | 5.2 How we store your information | 5 |
| | 5.3 What happens if we no longer need your personal information? | 6 |
| 6 | PURPOSES FOR COLLECTING, HOLDING, USING AND DISCLOSING INFORMATION | 6 |
| 7 | USE AND DISCLOSURE OF INFORMATION | 7 |
| | 7.1 Use and disclosure of personal information | 7 |
| | 7.2 Disclosure to third parties | 7 |
| | 7.3 Overseas recipients | 7 |
| | 7.4 Disclosure | 8 |
| 8 | DIRECT MARKETING | 8 |
| | 8.1 Direct marketing | 8 |
| | 8.2 Sensitive information | 8 |
| | 8.3 Method of direct marketing | 8 |
| | 8.4 Opt-out..... | 8 |
| | 8.5 Processing requests | 8 |
| 9 | QUALITY OF PERSONAL INFORMATION | 9 |
| 10 | ACCESS TO PERSONAL INFORMATION | 9 |
| | 10.1 Requesting access | 9 |
| | 10.2 Dealing with access requests | 9 |
| | 10.3 Access fees | 9 |
| | 10.4 Refusal to give access..... | 9 |
| 11 | CORRECTING PERSONAL INFORMATION | 9 |
| | 11.1 Requesting correction..... | 9 |
| | 11.2 Correcting information | 10 |
| | 11.3 Dealing with correction requests | 10 |
| | 11.4 Notification of correction to third parties | 10 |
| | 11.5 Refusal to correct information..... | 10 |
| 12 | ANONYMITY | 10 |
| 13 | GOVERNMENT RELATED IDENTIFIERS | 10 |
| 14 | COMPLAINTS ABOUT PERSONAL INFORMATION | 10 |
| | 14.1 Complaints..... | 10 |
| | 14.2 External complaint mechanism | 11 |

Privacy Policy

1 AIM

Shellfish Culture Ltd (ABN 66 009 519 171) (**we, our or us**) is committed to complying with its obligations under the *Privacy Act* 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**).

We are committed to respecting your privacy and protecting your personal information. Our staff are trained to protect your personal information in accordance with our policies, procedures and systems.

2 POLICY

This policy outlines how we manage and secure your personal information. It also describes the kinds of personal information that we hold and for what purposes, and how that information is collected, held, used and disclosed.

This policy also includes information on how we manage your personal information collected in connection with a credit application. We refer to this credit-related information as **credit information**.

This policy is easy to access and is available on our website at www.shellfishculture.com.au. You may request a copy of the policy by contacting the Privacy Officer in accordance with paragraph 14.1 of this policy.

Please read this policy carefully before you provide us with any personal information.

We will review this policy from time to time. We encourage you to check our website regularly as any updated policy will be available on our website.

3 TYPES OF INFORMATION THAT WE COLLECT AND HOLD

3.1 General information

We may collect and hold the following types of personal information about you:

- (a) identification information including, your name, date of birth, postal address, email address, fax number and telephone number;
- (b) billing details;
- (c) any complaint details;
- (d) details of trade references;
- (e) information about any goods ordered;
- (f) any other information that we consider to be reasonably necessary.

3.2 Information required by law

We may collect personal information about you because the collection of the information is required or authorised by law or a court/tribunal order.

4 COLLECTING YOUR INFORMATION

4.1 Collecting personal information

We collect your personal information (including credit information) so that we can perform our functions and activities.

We will, if it is reasonable and practical to do so, collect personal information directly from you.

We may collect your personal information when:

- (a) you fill out a form (i.e. a credit application);
- (b) you give us paper correspondence (i.e. letter); or
- (c) you give us information over the telephone, via fax, email or post;
- (d) you interact with us electronically or in person;
- (e) we supply goods to you.

4.2 Collecting personal information from other sources

Sometimes we collect personal information about you from other sources where it is necessary to do so. This may happen where:

- (a) you have consented to the collection of the information from someone else;
- (b) we are required or authorised by law to collect the information from someone else; or
- (c) it is unreasonable or impracticable to collect the information from you personally.

Examples of other sources that we may collect personal information from include, but are not limited to:

- (a) accessing information that is publicly available on the internet;
- (b) your trade references;
- (c) debt collection agencies;
- (d) the Personal Property Securities Register; and

(e) the Australian Securities and Investment Commission.

4.3 What happens if you do not provide us with your personal information?

If you do not provide us with your personal information, we may not be able to:

- (a) verify your identity;
- (b) provide you with any credit; and
- (c) provide you with the goods you want.

4.4 Notification of collection of personal information

When we receive personal information directly from you, we will take reasonable steps to notify you of the collection and the circumstances that surround the collection.

Sometimes:

- (a) we collect your personal information from third parties; or
- (b) you may not be aware that we have collected your personal information.

If we collect information that can be used to identify you, we will take reasonable steps to notify you of the collection and the circumstances that surround the collection.

5 PROTECTING PERSONAL INFORMATION

5.1 Storing personal information

We are committed to keeping your personal information secure.

We store your personal information in different ways, including in physical and electronic form.

We treat all personal information as confidential. We will take reasonable steps to ensure personal information is protected from:

- (a) misuse, interference and loss; and
- (b) unauthorised access, modification and disclosure.

5.2 How we store your information

Some of the ways we store your information are:

- (a) confidentiality requirements for employees;
- (b) confidentiality policies;

- (c) security measures for access to systems;
- (d) only giving employees access to personal information who are authorised to access that information;
- (e) electronic security systems, such as passwords or other access codes, antivirus, antispyware, backup and recovery of systems; and
- (f) implementation of policies and procedures regarding the appropriate use of our information and communication technology systems, databases and equipment.

5.3 What happens if we no longer need your personal information?

If we no longer need your personal information for any purpose, we will take reasonable steps to destroy or permanently de-identify the information, unless:

- (a) the information is contained in a Commonwealth record; or
- (b) we are required by law, or a court/tribunal order, to retain the information.

6 PURPOSES FOR COLLECTING, HOLDING, USING AND DISCLOSING INFORMATION

We collect, hold, use and disclose your personal information for the purpose it was collected and related purposes, including:

- (a) to identify you;
- (b) to manage your account;
- (c) to consider your request for us to supply goods;
- (d) to enable us to supply goods to you;
- (e) to process and assess your credit application;
- (f) to establish and maintain customer records;
- (g) to collect overdue payments;
- (h) to provide you with credit;
- (i) to respond to your complaints;
- (j) for direct marketing purposes;
- (k) for dispute resolution purposes;
- (l) for billing purposes;

- (m) for general administrative purposes;
- (n) for research and analysis, and statistical purposes;
- (o) to comply with any applicable laws, regulations or codes of practice;
- (p) for any other purpose connected with your credit application; and
- (q) for any other purpose for which you have given your consent.

7 USE AND DISCLOSURE OF INFORMATION

7.1 Use and disclosure of personal information

We will not use or disclose personal information we hold about you that was collected for a particular purpose for another purpose, unless:

- (a) you have consented to the use or disclosure of the information for another purpose; or
- (b) the use or disclosure is otherwise permitted under the Privacy Act (e.g. you would reasonably expect us to use or disclose the information for another purpose or the use or disclosure of the information is required or authorised by law or a court/tribunal order).

7.2 Disclosure to third parties

Sometimes we may disclose personal information about you to third parties. Examples of third parties that we may disclose your personal information to include, but are not limited to:

- (a) debt collection agencies;
- (b) as required or authorised by law or a court/tribunal order; and
- (c) any other person where you have given your consent.

7.3 Credit information

We will not disclose credit information unless the use or disclosure is permitted under the Privacy Act.

7.4 Overseas recipients

We are not likely to disclose your personal information to any overseas recipients.

7.5 Disclosure

Where your personal information is disclosed, we will seek to ensure that information is used, held and disclosed consistently with the Privacy Act and any other applicable laws.

8 DIRECT MARKETING

8.1 Direct marketing

We may use or disclose your personal information (excluding sensitive information) for direct marketing purposes.

8.2 Sensitive information

We will only use or disclose your sensitive information for the purposes of direct marketing if you have consented to the information being used or disclosed for the purposes of direct marketing.

8.3 Method of direct marketing

We may conduct direct marketing via telephone and email.

8.4 Opt-out

If at any time you decide you:

- (a) do not want to receive any more direct marketing material from us;
- (b) do not want us to use or disclose the information for direct marketing in the future; and/or
- (c) want to know where we obtained the information,

you may:

- (d) contact the Privacy Officer in accordance with paragraph 14.1 of this policy; or
- (e) opt-out of receiving any more marketing material via any opt-out mechanism contained in our marketing correspondence.

All our marketing correspondence will display a clearly visible and user-friendly opt-out mechanism. We may imply consent to receive direct marketing material if you do not use the opt-out mechanism.

8.5 Processing requests

If you request to no longer receive direct marketing material we will process your request within a reasonable period after the request is made.

9 QUALITY OF PERSONAL INFORMATION

We will take reasonable steps to ensure that any personal information we collect, use or disclose is accurate, complete, up-to-date and relevant to our functions or activities.

If you believe that your personal information is not accurate, complete or up to date, please contact the Privacy Officer in accordance with paragraph 14.1 of this policy.

10 ACCESS TO PERSONAL INFORMATION

10.1 Requesting access

You may at any time request access to personal information we hold about you. We will give you access to that information, unless an exception in the Privacy Act applies.

You can request access to your personal information by contacting our Privacy Officer in accordance with paragraph 14.1 of this policy.

10.2 Dealing with access requests

We will respond to a request for access within a reasonable time (usually 30 days), and give you access in the manner you request, if it is reasonable and practicable to do so.

We may need to verify your identity before we give you access to your personal information.

10.3 Access fees

Depending on the nature of the request, we may charge you a small fee to access that information.

10.4 Refusal to give access

If we refuse to give you access, we will:

- (a) take reasonable steps to give you access in a manner that meets our needs as well as yours; and
- (b) provide you with the:
 - (i) reasons for our decisions as required by the Privacy Act; and
 - (ii) mechanisms available to complain about the refusal.

11 CORRECTING PERSONAL INFORMATION

11.1 Requesting correction

If you think that any personal information we hold about you is incorrect, inaccurate, out-of-date, incomplete, irrelevant or misleading, you may request us to correct the information by contacting the Privacy Officer in accordance with paragraph 14.1 of this

policy.

11.2 Correcting information

We will take reasonable steps to correct that information.

11.3 Dealing with correction requests

We will respond to a correction request within a reasonable time (usually 30 days).

We may need to verify your identity before we correct your personal information.

11.4 Notification of correction to third parties

If we correct your personal information that we have previously disclosed to another entity, and you ask us to tell the other entity about the correction, we will take reasonable steps to tell the other entity about the correction, unless it is impractical or unlawful to do so.

11.5 Refusal to correct information

If we refuse to correct the personal information, then we will provide you with the:

- (a) reasons for our decision as required by the Privacy Act; and
- (b) mechanisms available to complain about the refusal.

12 ANONYMITY

You have the option to remain anonymous, or to use a pseudonym when dealing with us where it is lawful and practical to do so.

13 GOVERNMENT RELATED IDENTIFIERS

In certain circumstances we may be required to collect government-related identifiers such as your tax file number, Medicare number, Centrelink reference number, drivers licence number, passport number and individual healthcare identifiers.

We will not use or disclose this information unless the use or disclosure is permitted under the Privacy Act.

14 COMPLAINTS ABOUT PERSONAL INFORMATION

14.1 Complaints

If you:

- (a) have any issues about the way we handle your personal information after reading this policy;

- (b) become aware of a potential breach of privacy; or
- (c) wish to make a complaint,

please contact our Privacy Officer.

Complaints can be made in writing or orally to:

Privacy Officer

Telephone: (03) 6248 9441

Mail: 290 Bicheno Street, Clifton Beach TAS 7020

Email: info@shellfishculture.com.au

14.2 External complaint mechanism

If you are not happy with the outcome of the Privacy Officer's investigation or we have not replied to you within a reasonable time, then you can raise your concern with the Office of the Australian Information Commissioner (**OAIC**).

Complaints can be made to OAIC in the following ways:

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Email: enquiries@oaic.com.au

Mail: Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Online: www.oaic.gov.au/privacy/making-a-privacy-complaint

14.3 Complaints about credit information

If you make a complaint about credit information, we will give you a notice outlining how we will deal with it within 7 days.

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