

Privacy Statement

1 OBJECTIVE

Shellfish Culture Ltd (ABN 66 009 519 171) (we, our or us) is committed to respecting your privacy and your personal information. This statement sets out how we collect, use and disclose your personal information. It also sets out some key parts of our Privacy Policy which may be viewed at www.shellfishculture.com.au.

2 COLLECTING YOUR PERSONAL INFORMATION

2.1 Collecting personal information

We will, if it is reasonable or practicable to do so, collect personal information directly from you. Sometimes you may not be aware that we have collected your personal information. If we collect your personal information, we will take reasonable steps to notify you of the collection.

2.2 Collecting personal information from other sources

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

2.3 Collection required by law

We may also collect your personal information if the collection of the information is required or authorised by law or a court/tribunal order.

3 PURPOSES FOR COLLECTING PERSONAL INFORMATION

We collect, hold, use and disclose your personal information (including credit 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.

3.2 Direct marketing

If you don't want to receive any more direct marketing material from us, you can contact our Privacy Officer at any time in accordance with paragraphs 6 and 7 of this statement.

4 WHAT HAPPENS IF YOU DON'T PROVIDE 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.

5 DISCLOSING YOUR 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 1988* (Cth) (**Privacy Act**).

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

5.2 Disclosing your personal information 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.

5.3 Disclosing your personal information overseas

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

6 ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right to access and correct personal information we hold about you.

You can find out how to access personal information we hold about you and how to correct that information by:

- (a) reading our Privacy Policy available at www.shellfishculture.com.au; or
- (b) contacting our Privacy Officer on (03) 62 489 441 or email on info@shellfishculture.com.au and asking for a copy.

7 COMPLAINTS

Please let us know if you have any queries or concerns about a privacy issue.

You can find out how to make a complaint and how we deal with any complaints by:

- (a) reading our Privacy Policy available at www.shellfishculture.com.au; or
- (b) contacting our Privacy Officer on (03) 62 489 441 or email on info@shellfishculture.com.au.