

THE CO-OP PRIVACY POLICY

Northern Co-operative Meat Company Ltd (THE CO-OP, 'we', 'our') is bound by the *Privacy Act* 1988 (**Act**), the Australian Privacy Principles (**APPs**) as well as other laws and codes.

We are committed to ensuring that the privacy of your personal information is respected and maintained at all times.

We only collect personal information as required or as authorised by law. In particular, the Act authorises us to collect personal information in various ways and in certain circumstances. Information about the ways and circumstances in which we collect personal information is contained in this policy.

We are committed to protecting and maintaining the privacy, accuracy and security of your personal information. This policy outlines how we manage your personal information and how we maintain, use and disclose that information. It also provides you with information about how you can access your personal information.

What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

What kinds of personal information does THE CO-OP collect?

The kinds of personal information that THE CO-OP collects typically includes your:

- name;
- contact details (such as your address, telephone and email address);
- date of birth;
- gender;
- marital status and other household information;
- employment information;
- billing and payment information;
- details about your orders and purchases;
- your complaints and feedback about our products and services;
- other information that you choose to provide to us.

For employment related purposes, in addition to the kinds of personal information referred to above, we may also collect sensitive information about you. Sensitive information has a particular meaning under the Act and includes health information, genetic information that is not otherwise health information and biometric information.

The kinds of sensitive information that THE CO-OP collects typically includes:

- health and medical information including vaccination history;
- biometric information, which may include features of your face, fingerprints, iris, palm, signature, voice and temperature;
- information about your ethnicity or religious and philosophical beliefs.

However, we only collect and use sensitive information with your consent and where we are legally authorised to do so.

How does THE CO-OP collect personal information?

THE CO-OP collects personal information from various sources. This may vary depending on how you choose to interact with us. THE CO-OP typically collects personal information from:

- you (and in some cases, your family or other third party associates), recruitment agencies, referees and past employers;
- publically available information.

Protecting your personal information

We are committed to ensuring the security of your personal information. We store personal information in both hard copy and electronic form. We protect your personal information from misuse, loss, unauthorised access, modification and disclosure. The steps that we take to protect your personal information include:

- ensuring database security through password protection and secure servers and data storage devices;
- restricted access to certain records;
- locked storage of physical records;
- secure destruction of physical records;
- staff training on confidentiality.

We will retain your personal information for as long as it is required to fulfil the purposes for which it was collected, and as required under law.

Why is personal information collected and how is it used by THE CO-OP?

THE CO-OP collects personal information that is reasonably necessary for one or more of its functions or activities. We collect personal information about you so that we can:

- identify you;
- contact you;
- assess your eligibility for and process any application for employment with us;
- manage your account;
- respond to your enquiries;
- tell you about and provide you with our products and services, and improve our services;
- maintain necessary health and safety measures;
- comply with relevant laws and regulations, as well as with THE CO-OP's policies and procedures.

Unless you otherwise consent or we are otherwise permitted to do so by law, personal information will only be used for the purpose for which it was collected ("the primary purpose") or for a purpose related, or in the case of sensitive information directly related, to the primary purpose ("the secondary purpose").

The main consequences of us not collecting personal information are an inability or delay in being able to identify you, contact you, provide you with offers of employment or provide products and services to you.

We do not use your driver licence number, passport number, Medicare number, tax file number, pension number, Australian Business Number, or any other government related identifier as an account number or as our own identifier for you. However, we may ask you for one of these identifiers to prove your identity when you interact with us.

If at any time you do not wish to receive information from us about our products and services, please let us know by contacting us on the details below.

Disclosure of personal information

THE CO-OP only discloses personal information as authorised or required by law. This may involve disclosing such information to:

- our authorised agents;
- our legal advisors;
- your authorised representatives;

- recruitment agencies;
- courts, tribunals and regulatory bodies and agencies;
- our service providers where we outsource functions (such as in relation to shipping, identity and other verification, claims management and document storage);
- other persons with your consent.

Does THE CO-OP provide personal information to overseas entities?

We may disclose your personal information (such as your name and contact details) to overseas recipients (for example shipping service providers) where you request shipment to an overseas address. It is not practicable to list the countries in which such recipients are located.

Access to personal information

You may request access to any personal information that we hold about you and for such information to be corrected. You can make a request for access to your personal information by contacting us on the details below.

In some circumstances, we may refuse to provide you with access to your personal information. These circumstances include where:

- providing access would have an unreasonable impact on the privacy of others;
- the information relates to existing or anticipated legal proceedings and would not be discoverable in those proceedings;
- providing access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- denying access is otherwise required or authorised by law;
- the request for access is frivolous or vexatious.

In the event that we refuse to provide you with access to your personal information, we will provide you with an explanation for that refusal. Depending on the complexity of the information and/or the request, we will respond to any request for access within 30 days.

You will not be charged a fee for making a request to access your personal information. However, depending on the type of request, a fee may apply and be charged for providing the information to you. The fee covers the cost to us in collating, copying and providing certain information to you.

We will endeavour to provide the requested information as promptly and inexpensively as possible. Following receipt of your request, we will let you know if a fee applies and if so,

the amount. Any applicable fee will most likely be required to be paid prior to us providing documents or information to you. Information about how any applicable fee is calculated will be provided following receipt of your request.

THE CO-OP will take reasonable steps to ensure that your personal information is accurate, complete and up to date. If you believe the information we hold about you is incorrect please write to us at the address listed below.

Making a complaint

You may make a complaint if you believe that we have breached this policy, the Act or the APPs by contacting us on the details below.

We will endeavour to deal with your complaint as soon as is reasonably practicable.

You can also contact the Office of the Australian Information Commissioner by visiting the following website and following the steps listed on the website: www.oaic.gov.au/privacy/privacy-complaints.

Contacting Us

If you would like to make a complaint, request access to or correction of your personal information or would like more information about how THE CO-OP manages your personal information, you can contact us at:

Northern Co-operative Meat Company Ltd
Human Resources Manager
10615 Summerland Way
Casino NSW 2470
Email: privacy@cassino.com.au

Further information on privacy in Australia may also be obtained by visiting the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

This policy may be reviewed and updated from time to time. THE CO-OP reserves the right to change our policy at any time. Any revised version of this policy will be published on our website and will be effective from the time we publish it.

The terms of this policy do not form part of any employee's contract of employment, or any contractor's contract for services.

This policy was last updated in March 2021.