

# **POLICY: PRIVACY POLICY**

## **1. INTRODUCTION**

National Precast Concrete Association Australia is the peak body representing the manufacturers of precast concrete products in Australia.

This *Policy: Privacy Policy* (The Policy) outlines our ongoing obligations to you in respect of how we manage your company and personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The Policy governs the way in which we collect, use, disclose, store, secure and dispose of your personal information. The principles of the Act, however, will be extended to your company information as well.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aoic.gov.au](http://www.aoic.gov.au).

## **2. SCOPE**

### **What information do we collect and why do we collect it?**

Examples of company information we collect includes: company names, ABN, addresses, employee names, email addresses, phone numbers, as well as information regarding your financial rating, technical skill, factory capability, quality management, safety management and environmental management. We will take reasonable steps to ensure this information is up to date and accurate.

This information is obtained in many ways including via interviews, correspondence, telephone, email, events, audits or reviews of your company, your website, media and publications, other publicly available sources and from third parties. We do not guarantee website links nor policy of authorised third parties.

We collect this information for the primary purpose of providing our services to you, and for providing information and marketing to the broader construction industry. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Sensitive Information**

We do not collect individuals' sensitive personal information (e.g. information about race, ethnic origins, political opinions or association, trade or professional associations and memberships, union membership, criminal record or health information) unless the individual has consented to the collection of the information and the information is reasonably necessary for one or more of National Precast's functions or activities; or the collection is required or permitted by law.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your company and personal information only from you. However, in some circumstances we may be provided with information by third parties, and in such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Disclosure of Personal Information**

Your company and personal information may be disclosed in a number of circumstances:

- During the ordinary course of conducting our business. For example, supplying or acquiring products and services; responding to individuals' enquiries and feedback; providing information about our events, news, publications and products and services that may be of interest to individuals; and maintaining a relationship with individuals;

- For market research and product and service development, so that we are able to better understand our customers' needs and tailor our future products and services accordingly;
- In performing general administration, reporting and management functions. For example, invoicing and account management, payment processing, risk management, training, quality assurance and managing suppliers;
- For employment-related purposes, such as recruiting and providing services to staff;
- For other purposes related to or in connection with our business, including meeting our legal and contractual obligations to third parties and for internal corporate governance purposes;
- To third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

National Precast may disclose personal information to third parties that are:

- Engaged by us to provide products or services, or to undertake functions or activities, on our behalf. For example, processing payment information, managing databases, marketing, research and advertising;
- Our Industry Supplier or Partner members, business partners, joint venturers, partners or agents;
- Our external advisers, e.g. where disclosure is reasonably required to obtain advice, prepare legal proceedings or investigate suspected unlawful activity or serious misconduct; and
- as required or permitted by law.

### Security of Company and Personal Information

Your company and personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When it is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify such information. However, most of the information is or will be stored in client files which will be kept by us for a minimum of 7 years.

### Access to your Information

You may access the information we hold about you and to update and/or correct it, subject to certain exceptions, and if you wish to do so, please contact us in writing. National Precast will not charge any fee for your access request, but may charge an administrative fee for providing a copy of the information.

We may require identification from you before releasing the requested information.

### Maintaining the Quality of your Information

It is important to us that your company and personal information is up to date and we will take reasonable steps to make sure information held by us is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### Policy Updates

This Policy may change from time to time and is available on our website.

### Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at: [info@nationalprecast.com.au](mailto:info@nationalprecast.com.au).