

PRIVACY POLICY

The Clarence Harvesting Co-operative Limited ("CHCL") recognises the importance of the privacy of all personal information of individuals which it collects, holds and uses in the course of its activities. Personal information is information or an opinion about an identified individual or about an individual who is reasonably identifiable. The Australian Privacy Principles ("APP's") prescribed in the Privacy Act 1988 as amended ("the Act") apply to the CHCL and this policy is intended to implement the APPs and the CHCL's obligations under the APPs.

1. Personal Information Collected

1.1 The CHCL only collects personal information necessary for the operation of the Co-operative. The personal information we may collect includes the following:

1.2 In relation to members:

- A. name;
- B. date of birth (although this is optional);
- C. address;
- D. telephone numbers;
- E. email and fax addresses;
- F. payment information (which may include banking or credit card information);
- G. business information relevant to our members, including company details, employee numbers and other related information.

1.3 In some cases we may in addition collect video or photographic images of members for use in our publications.

1.4 In the normal course of the operation of the organisation we can also collect from service providers and applicants for employment such personal information as is necessary for the day to day operations of the organisation.

1.5 In relation to non-members, we may collect:

- A. name;
- B. date of birth (although this is optional);
- C. address;
- D. telephone numbers;
- E. email and fax addresses;
- F. photographs, images, videos or sound recordings of you;
- G. information specific to the commodity group of a business;

- H. relevant business information, including company details, employee numbers and other related information.
- I. information you provide to us, including through feedback, customer surveyors or otherwise.
- J. details of products, services, information or advice we have provided to you and/or that you have enquired about and our response to you;
- K. support or advisory requests submitted to us and our response to you;
- L. information about your access and use of our services; and
- M. any other personal information requested by us and/or provided by you or a third party.

2. How Personal Information is Collected and Held

- 2.1 We collect personal information from you in a variety of ways, including in written form, when you interact with us electronically or in person (including by participation in any program), online or by telephone, and when we provide our services, or any program, to you. With respect to members, personal information is primarily collected from our member's application for membership but may be collected via one of the modes described above. With respect to non-members, we may collect personal information which you directly provide to us (including when you request our assistance by phone or by email or at any event), indirectly or from third parties.
- 2.2 Personal information is held either in electronic or written form, but primarily in a secure data base, access as to which is limited to authorised and appropriately trained staff.

3. Security of your personal information

- 3.1 We will take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure in accordance with the requirements of our privacy policy and the National and/or Australian Privacy Principles, however we are not liable for any misuse, loss, unauthorised access, modification or disclosure of this information.

4. Purposes of Collection of Personal Information

- 4.1 Our purposes for collecting and holding personal information are:
 - A. to enable applications for membership to be made and assessed and applicants to become members;

- B. to enable us to offer products and services to members;
- C. to enable us to keep members informed by means of various media about issues affecting industry sectors, policy initiatives, industrial awards and upcoming events;
- D. to organise our conferences, functions, events, seminars, meetings and generally to manage the membership so as to fulfil our functions;
- E. to enable us to comply with our constitutional obligations, such as notices of meetings, elections of officers and voting processes and renewal of memberships;
- G. to enable us to assess job applications and to employ staff;
- H. to enable non-members to participate in programs which do not require membership, including to allow us to provide the program, phone calls, email correspondence, events and other activities;
- I. to allow us to undertake internal record keeping, and analytical and administrative activities, for the provision of any program, including to analyse the success of the program;
- J. to enable us to contact a non-member about our products and services or the products and services of third parties (including to send you promotional information about our or third party's products and services) which we may consider may be of interest to you;
- K. to comply with our legal obligations and resolve any disputes we may have; or
- L. if otherwise required or authorised by law.

5. Access

- 5.1 As an individual for whom we hold personal information you may request access to the personal information. We will endeavour to respond to the request within a reasonable period. We will provide you with access to the personal information unless one of the several reasons for refusal set out in the APP's applies. These reasons include such matters as that access would be unlawful or would unreasonably impact on the privacy of other individuals.
- 5.2 A request for access should be made by email or letter to our Privacy Officer.
- 5.3 We will impose a reasonable fee for reimbursement of the costs we incur in providing access.

6. Correction

- 6.1 We must take reasonable steps to correct personal information about you, which is inaccurate, out of date, incomplete, irrelevant or misleading, and you may request us to do this by contacting the Privacy Officer.

- 6.2 If we decline to make the correction, we must give you written reasons and you may require us to hold with the relevant personal information a statement recording your request.

7. Complaints

- 7.1 You should contact the Privacy Officer if you, as an individual for whom we hold personal information, wish to make a complaint that we have breached the APP's in some way, for example in relation to how personal information is collected, how it is stored or how it is used or disclosed.

8. Contact Details

You can contact or advise our Privacy Officer of any request for access to correct your information, or to request your information be removed. Our Privacy Officer can be contacted through our office in the following ways:

- Telephone: during business hours on 02 6646 2515
- Email: office@clarencanegrowers.com.au
- Mail: Clarence Cane Growers Association Inc
PO Box 140, Maclean, NSW, 2463

9. Availability of this Policy

The Privacy Policy of the Clarence Harvesting Co-operative Limited is available for inspection at our registered office and in hard copy by request and upon payment of the appropriate fee (if any).