

## **VICTORIAN CHEMICAL COMPANY PROPRIETARY LIMITED**

### **PRIVACY POLICY**

The following Privacy Policy applies to all Employees, Managers, Directors and Agents of Victorian Chemical Company Proprietary Limited ("Vicchem") ("Person").

This policy may be amended or revised from time to time. All Employees, Managers, Directors and Agents will be notified of amendments and revisions to this Policy.

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In the course of Victorian Chemical Company's (VCC) business in Australia, there may be circumstances where VCC collects personal information and the VCC Privacy Policy has been developed to ensure that such information is handled appropriately.

VCC is committed to complying with the Privacy Act 1988 in relation to all personal information it collects. This commitment is demonstrated in this Policy. The Privacy Act incorporates the Australian Privacy Principles, and personal information held by VCC will be treated in accordance with those Principles.

This Policy sets out the broad controls which VCC has adopted to govern the way it collects and uses personal information, the circumstances in which it might disclose personal information to third parties, how persons can access their personal information held by VCC and what they can do if they are unhappy with VCC's treatment of their personal information.

#### **1. Who & What does the VCC Privacy Policy apply to?**

This Policy applies to any individuals in respect of whom VCC currently holds, or may in the future collect, personal information.

##### **1.1 What information does the VCC Privacy Policy apply to?**

This Policy applies to personal information. "Personal information" is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

In this Policy there are also references to "sensitive information". "Sensitive information" is information or an opinion about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, or health, genetic or biometric information. Sensitive information is a subset of personal information.

##### **1.2 What information is not personal information?**

Information where VCC has removed any reference to a person, so that the person cannot be reasonably identifiable from the information, is not personal information.

##### **1.3 How and when does VCC collect personal information?**

VCC collects personal information in a variety of ways in the course of conducting its businesses, including:

- providing goods and services and related information to customers, and administering customer accounts;
- engaging suppliers, contractors and other personnel;
- responding to questions regarding our products and our business;
- interacting with people via our websites;
- conducting trade promotions and competitions

The kinds of personal information collected and held by VCC may include (depending on the circumstances) names, addresses and other contact details, details about a person's work experience and

other qualifications, date of birth, driver's license details, information required for payroll e.g. bank account details, photographs, videos and any other information necessary for VCC's business purposes.. Where reasonable and practicable, VCC will collect personal information directly from the person and inform the person that this is being done.

However in some circumstances, it is necessary for VCC to collect personal information through third party service providers or agents (e.g. VCC customer information received from a distributor), from a source of publicly available information (e.g. a telephone book) or from an employer (e.g. where a contractor provides personal information about its staff).

Personal information collected by VCC is held in a variety of formats, including hard copy format and on VCC's computer systems.

If VCC receives personal information that VCC has not requested (unsolicited information) and VCC determines that VCC could not have collected that information under the Australian Privacy Principles if VCC had requested it, then VCC will destroy or de-identify the information if it is lawful and reasonable to do so.

Where practicable, you may deal with VCC anonymously or by pseudonym.

#### **1.4 Collection of sensitive information**

VCC will not collect sensitive information unless the person to whom it relates consents to the collection and the information is reasonably necessary for one or more of VCC's functions or activities, except where the collection is required or authorised by law, is necessary to prevent or lessen a serious and imminent threat to the person's (or another person's) life or health or is necessary in relation to legal proceedings (current, anticipated or potential), or another permitted exception in the Privacy Act applies.

#### **2. How does VCC use personal information?**

The use to which we can put personal information depends on the reason for which it was collected. VCC may use personal information for its primary purpose of collection (e.g. the delivery of goods to the person) or for any related secondary purpose that we could reasonably be expected to use the personal information for.

In certain circumstances, VCC may use personal information for promotional or direct marketing purposes. However, a person may at any time request VCC not to use their personal information for sending direct marketing material to that person. Such a request can be made by contacting VCC either in writing, by email or by telephone at the contact details below.

#### **3. Disclosure of personal information**

VCC respects the privacy of personal information and we will take reasonable steps to keep it strictly confidential.

VCC will disclose personal information to third parties if it is necessary for the primary purpose of collecting the information, or for a related secondary purpose, if the disclosure could be reasonably expected (e.g. disclosure to a delivery contractor for the purpose of delivering goods ordered from VCC). Where such a disclosure is necessary, VCC will require that the third party undertake to treat the personal information in accordance with the Australian Privacy Principles.

Otherwise, VCC will only disclose personal information to third parties without the consent of the person to whom it relates if the disclosure is:

- (a) Necessary to protect or enforce VCC's legal rights or interests or to defend any claims;
- (b) Necessary to prevent or lessen a serious threat to a person's health or safety;
- (c) Required or authorised by law; or
- (d) Permitted by another exception in the Privacy Act.

Under no circumstances will VCC sell personal information without the consent of the person to whom it relates.

#### **4. Information Security**

VCC will take all reasonable steps to ensure that all personal information held by VCC is secure from any unauthorised access or disclosure. However, VCC does not guarantee that personal information cannot be accessed by an unauthorised person (e.g. a hacker) or that unauthorised disclosures will not occur.

VCC will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for the purposes for which VCC is authorised to use it.

#### **4.1 Accessing personal information**

A person may request to access personal information about them held by VCC. Such a request must be made in writing to the Privacy Officer.

VCC will grant a person access to their personal information as soon as possible, subject to the circumstances of the request.

A request to access personal information will be rejected if:

- (a) The request is frivolous or vexatious;
- (b) Providing access would have an unreasonable impact on the privacy of another person;
- (c) Providing access would pose a serious and imminent threat to the life or health of any person;
- (d) Providing access would prejudice VCC's legal rights; or
- (e) There are other legal grounds to deny the request.

VCC may charge a fee for reasonable costs incurred in giving access to an individual's personal information. The fee (if any) will be disclosed prior to it being levied.

#### **4.2 Correcting personal information**

VCC will take reasonable steps to ensure the accuracy and completeness of the personal information we hold. However, if a person believes that any personal information that we hold about them is inaccurate or out of date, then they should contact VCC in writing to the attention of the Privacy Officer.

#### **5. Complaints**

If a person wishes to complain about a breach by VCC of the VCC Privacy Policy, the Australian Privacy Principles, the Credit Reporting Privacy Code or a registered APP Code which binds VCC (if any), a complaint may be lodged in writing by post or by email to the attention of the Privacy Officer.



**Andrew Killick**  
**Managing Director**