

## Policy Privacy

This Policy outlines our obligations in managing the information we obtain, use and hold about our customers, potential customers, contractors and other interested parties required as part of our business activities.

AusPress is committed to respecting any information we receive from you or otherwise in an ethical, secure and protective manner, bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act).

'Personal information' is information or an opinion relating to an individual which can be used to identify that individual. 'Business information' may be specific or general in nature referring to activities and/or identification of an entity (such as a company).

### The Collection, Use and Disclosure of Information

#### 1.1 Why does AusPress *collect* information?

We require information to conduct our business, to provide and market services and to meet legal obligations. In most cases, if the information is not made available on request we may not be able to supply the relevant product, service or meet our obligations.

#### 1.2 How does AusPress *collect* information?

Information you provide:	AusPress will generally collect information by way of completed forms, induction, training, face-to-face meetings, correspondence, business cards, telephone conversations and from third parties. When we collect information, we take reasonable steps to ensure you are aware.
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Information provided by others:	In some circumstances AusPress may be provided with information about an individual from a third party, for example a report provided by third party or a reference from another person, or publicly available information.
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Website & Social Media Collection:	Information may be collected using electronic methods available through (our and partner) websites, social media platforms and other correspondence methods including phone calls, text messages and email. We also use third parties to analyse electronic traffic which may involve the use of cookies and/or associated social media platform integration.
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Information collected through such analysis is anonymous but collectively may form an opinion relating to or identifying an individual in some instances.

#### 1.3 What type of information does AusPress *collect*?

In general, the type of personal information includes (but is not limited to): names, addresses, contact details, employment and occupation. Business information may include ABN, financial and accreditations.

We strive to only collect the information required to fulfill the primary purpose the information is collected for.

#### 1.4 How does AusPress *use* this information?

Information is used for the primary purpose for which it is collected. Reasonably expected secondary use of this information may be used for internal activities such as analysis, review and business decision making in accordance with the (Privacy) Act.

In general, AusPress use and disclose obtained information:

- to conduct our business,
- to provide and market our services,
- to communicate with you,
- to purchase from you,
- to comply with our legal obligations, and
- to help manage, review and improve our services.

#### 1.5 Who does AusPress *disclose* this information to?

AusPress may disclose your information:

- internally as part of our business activities,
- to our parent company, Tasma Limited, and as by extension their group of companies,
- to other companies or individuals who assist AusPress in providing services,
- to other companies or individuals who perform functions on our behalf (such as mailing houses, specialist consultants, auditors and barristers),
- courts, tribunals and regulatory authorities; and
- anyone else to whom you authorise us to disclose it to.

### **Organisational Governance and Accountability**

#### 2.1 Organisational Systems

Information, personal and business, is managed in an open and transparent manner by:

- Documented policy, procedures and systems,
- Scheduled review to ensure compliance and ongoing improvement,
- Public availability of this Policy,
- Making persons aware of the collection before information is received,
- Integrating principles as part of our HSEQ System.

#### 2.2 Direct Marketing

We may send you marketing or promotional communications by post or by electronic means (such as email or SMS). You may ask not to receive such material from us by contacting us or by using the opt-out function included in those communications.

There are no consequences of opting-out of receiving our marketing and promotional communications except that you will no longer receive them, and you may elect to re-join our marketing list at a later time if you wish.

#### 2.3 Sending Information Overseas

AusPress will not send your personal information to recipients outside of Australia without obtaining your consent (in some cases this consent will be implied); or otherwise complying with the APPs.

Information may be stored or processed on servers located overseas, however generally we retain effective control over such data.

#### 2.4 Unsolicited Information

Unsolicited information received by AusPress, such as not normally requested nor received as part of the business activities or required by law, shall either be destroyed or assessed in accordance with the APP's.

## 2.5 Anonymity and Insufficient Information Collection

If you fail to provide personal information requested by us, or if the personal information you supply is incorrect or incomplete, there may be a range of consequences, for example we may be unable to process or respond to your request or provide services or products to you.

You have the option of not identifying yourself, or of using a pseudonym, when dealing with us, unless it is legally necessary or impracticable for us to deal with individuals who are not properly identified.

If we request your personal information but would prefer to remain anonymous, please let us know. We will notify you if we require you to be identified or provide personal information for the particular interaction in question.

## Integrity & Care of Information

### 3.1 Maintenance

We endeavour to ensure that the information we hold is accurate, complete and up-to-date.

Periodically we may seek to confirm or update the information, by contacting you directly or by contacting others such as a third party. New or updated information received shall have our records amended accordingly.

Alternatively, updated information provided from you will be made as an amendment to our records, with confirmation on receipt.

Critical and sensitive information requested to be updated may be held as pending by AusPress until formal confirmation is confirmed by authorised persons by phone or other secure method for preservation and protection against fraud.

### 3.2 Sensitive Information

AusPress does not generally collect sensitive information, for example racial or ethnic origin, political opinions, religion, trade union or other professional relationship, sexual preferences, criminal, health or disability.

If personal sensitive information should be provided to AusPress, it is assumed that you consent to this information being collected within the parameters of this Policy unless you advise us otherwise at the time of collection.

Should we ask for information that you consider sensitive, or have concerns in supplying this information, please let us know.

### 3.3 Retention and Storage of Information

Information is stored securely (either physically or electronically), and used minimally, and for its intended purpose.

When information is no longer required by AusPress, we will take all reasonable steps to ensure the information is destroyed or permanently de-identified unless required to be retained by law such as insurance, legal or corporate governance purposes.

Although duplication of information is discouraged to reduce exposure and conflict, information may be stored on electronic devices, backup media and external sites (such as servers).

### 3.4 Protection and Security

AusPress takes reasonable steps to protect information held from misuse, unauthorised access, loss or disclosure and undertake regular monitoring and procedural reviews.

Security of information is achieved through a mix of physical security, restricted user and password access to electronic records, and collection of only what is necessary (ie reducing the scope) to perform our business activities.

No guarantee is made by AusPress to the availability of information as an archive resource nor protection in the case of interference, theft or contamination.

If you provide any personal information to us via our online services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).

### 3.5 Links to External Sources

Reference to resources not controlled or maintained by AusPress, such as website links, shall be treated with caution and we are not responsible for the privacy practices of the organisations that operate those other services, and by providing such links we do not endorse or approve the other services. This Privacy Policy applies only in respect of our online services.

### 3.6 Data Breach

If we suspect or there is unauthorised access to or disclosure of, or loss of, personal information we hold, we will undertake a prompt investigation, which will include an assessment of whether the incident is likely to result in serious harm to an individual. If that is the case, we will comply with the requirements of the Act which may require notification to the Office of the Australian Information Commissioner (OAIC) and affected individuals.

Please contact us if you have reason to believe or suspect that a data breach may have occurred, so that we may investigate and, if necessary, undertake appropriate containment, risk mitigation and notification activities as required.

## Access To Collected Information

### 4.1 Request Your Information

Subject to the exceptions set out in the Privacy Act, you may seek access to the information which we hold about you by contacting us in writing.

AusPress will require you to verify your identity and to specify what information you require. We may require you to pay certain costs in order to access your personal information held by us. We will advise the amount payable (if any) once we have assessed your application for access.

We will not however charge a fee for you to lodge a request for access to, or correction of, your personal information.

### 4.2 AusPress Staff Access to Information

Depending on the nature of the information, staff access is controlled and managed based on their role, legal and compliance requirements in accordance with Clause 1.4.

Staff are required to respect the confidentiality of personal information and the privacy of individuals and businesses in their fulfilment of their role.

#### 4.3 Complaints

If you have a complaint about our handling of your personal information, or you believe that a breach of your privacy has occurred, please contact us using the details below.

Your complaint will be considered and dealt with by our nominated representative, who may escalate the complaint internally within our organisation if the matter is serious or if necessary to resolve it.

Please allow us a reasonable time to respond to a complaint. If you are not satisfied with our response, you may make a complaint to the OAIC (whose contact details can be found at: <http://www.oaic.gov.au/>).

#### 4.4 Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. The most current version of this Policy is on our website or can be obtained by contacting AusPress directly.

#### 4.5 Contact Us

For enquiries or reporting issues covered by this Policy, please contact us marked with “confidential” for prompt reply from our HSEQ Officer:

AusPress Systems Pty Ltd  
Attn: HSEQ Officer  
PO Box 107  
Melrose Park SA 5039  
Australia

HR & Privacy Policy Officer  
Phone: 1300 287 773  
Email: [hseq@auspress.com.au](mailto:hseq@auspress.com.au)