

# PRIVACY POLICY

## Introduction

Hurford Hardwood Pty Ltd is committed to complying with the Australian Privacy Principles of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Act 1988 and to protecting and safeguarding your privacy. This policy applies to all personal information collected by the Hurford Hardwood Pty Ltd. This includes information relating to employees, customers and suppliers.

## Information Collection and storage

We collect personal information provided to us by our employees, customers and suppliers that is considered to be private and confidential. The types of information we collect include names, contact details, tax file numbers for employees, identification details, insurance information for our suppliers, financial information and information about credit history for customers.

We ensure that you are made aware of our intention to disclose your personal information for the collected purpose.

We are permitted to use or disclose personal information held about you:

- where you have given your consent;
- where we reasonably believe that the disclosure is necessary to prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- where such use or disclosure is required or authorised by law.

We store personal information electronically and in hard copy form in secured offices located on each of our premises. We implement a range of procedures to protect the security of personal information.

Personal information is destroyed securely when no longer required by us.

## How do we use Personal Information we have collected?

We collect personal information for a variety of situations. These situations include:

- to verify the identity of a person;
- to establish a trading account for you;
- to market and deliver our products to you;
- to perform market and research analysis;
- to provide sales and technical support.

## How you may access personal information held by us and seek to correct such information

Please telephone our credit department or payroll office on 02 66219886 and the appropriate information will be given to you after your identity is verified. Personal information may be updated by advising us of any changes to be made in writing.

**How you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.**

If you have a question or complaint about our privacy policy or our collection, use or safe destruction of your personal information, your feedback should be directed in the first instance to our Privacy Officer on 02 66219886.

We will promptly investigate your complaint and attempt to resolve the matter. If you are not satisfied with the outcome of this investigation or we have not responded to you with a resolution within 30 days then you may contact the Office of the Australian Information Commissioner, website: [www.oaic.gov.au](http://www.oaic.gov.au), phone: 1300 363992.

**Andrew Hurford**  
**Managing Director**  
*July 2014*