

Manildra Group Privacy Policy

Introduction

Privacy legislation protects the way personal information is handled by The Manildra Group. The legislation covers the collection, use, disclosure, quality and security of personal information and we are bound by privacy laws and principles as stated under the Privacy Act 1988 in Australia and the Privacy Act 1993 in New Zealand. This legislation is for customers, contractor's service providers and employees. It also gives users of the services the right to access and correct information.

Purpose

The Manildra Group recognise the importance of personal information and privacy and are committed to and bound by its principals in protecting personal information that we gather and hold. This document states our policy in accord with the Privacy Legislation. The implementation of this policy will be in accordance with relevant legislation and archival procedures of the Manildra Group.

This policy may be reviewed, varied, added to or withdrawn by the Manildra Group at any time at our absolute discretion.

Collecting personal information

The Manildra Group collects personal information from documents such as application or registration forms, supplementary forms, letters, and emails or as derived from telephone conversations or written exchanges. Manildra Group may also collect personal information through an individual's use of the Manildra Groups website, applications or web based tools.

Personal information may be stored electronically or in hard copy. Wherever possible Manildra Group collect personal information from the person concerned, but it may be necessary to obtain information about a person from other people as well. In those cases Manildra Group will take reasonable steps to ensure the person is made aware of that collection.

The Manildra Group value the privacy of those with whom we deal and we will:

- Abide by the spirit and requirements or all relevant legislation in regard to privacy and information collection and storage.
- only collect and keep information necessary for our own purposes
- only use information for the purposes for which the consent of the company or individual has been sought

- take reasonable steps to ensure that company or individual information held is accurate, complete and up-to-date
- Provide access on request by a company or an individual to the information held on them and correct anything that is inaccurate, incomplete or out of date.

What information is collected?

Client files are held in secure facilities which is accessible only to authorised employees. The information on each file includes company or individual details such as name, address, contact phone numbers, and other information which is relevant to maintain a level of credit or otherwise.

Purpose of holding information

Information is gathered as part of our customer data base the data base is updated by Manildra's authorised staff using information that may be provided by the client. The information on the data base is seen only by authorised staff within the Manildra Group. Information is not shared unless consent by the client is received.

Access to your personal information

You can request access to personal information that we hold about you. We will deal with all requests for access as quickly as practicable. You may be required to pay a reasonable charge to access your personal information.

If you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date.

Concerns

If clients have a concern about the management of their information, they can contact The Privacy Officer at Manildra Flour Mills Pty Ltd on 9879 9800 or by email to credit.privacy@manildra.com.au.

Clients also have access to the full range of complaint and grievance handling mechanisms in the Manildra Group.

All reasonable steps will be taken to resolve complaints within 30 days of lodgement.

AUTHORITY TO DISCLOSE INFORMATION

I, _____ (as authorising person)
Hereby authorise _____ (staff member name)
To disclose to _____ (name and role) such
information as may be requested regarding my credit details.

My permission is also granted for release of such written reports or other documents as may be requested relative to my credit history as referred to above.

It is acknowledged that a fax copy or photocopy of this authority shall be deemed as valid as the original.

Printed name of authorising person: _____

Signature of authorising person: _____

Date: _____