

Privacy policy

General

Woods Holding Group Pty Ltd ACN 131 958 551, Woods Group Technologies Pty Ltd ACN 161 703 402, Woods Grain Pty Ltd ACN 095 709 989, Woods Stockfeeds Pty Ltd ACN 125 664 922, Woods Foods Pty Ltd ACN 167 195 717, Woods Seeds Pty Ltd ACN 131 958 944, Woods Pastoral Pty Ltd ACN 163 789 633, Woods Transport Pty Ltd ACN 105 594 125 and Rixgrove Pty Ltd ACN 010 785 681 are referred to in this document as **we, us** or **our** recognises that your privacy is very important and we are committed to protecting the personal information we collect from you. The *Privacy Act 1988* (Cth) (**Privacy Act**), and the Australian Privacy Principles (**APPs**) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the goods and services you are seeking. The kinds of information we typically collect include:

- (a) your name, date of birth, driver's licence and contact details (including address, landline phone number, mobile phone number, email address and fax number);
- (b) financial and billing information, such as bank account numbers;
- (c) place and type of business;
- (d) records of your communications and interactions with us; and
- (e) any other relevant information relevant to providing you with the products and services you are, or someone else you know is, seeking.

If you apply for products and services from us, we may also collect and hold various information about you and your financial position, including credit information or credit eligibility information.

We may also collect and hold sensitive information about you, including information about your health and criminal record.

Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we will collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

- (a) providing goods and services to you or someone else you know;
- (b) responding to your enquiries;
- (c) providing you with promotional material and information about other goods and services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;

- (d) facilitating our internal business operations, including the fulfilment of any legal requirements;
- (e) analysing our goods and services and customer needs with a view to developing new or improved goods and services; and
- (f) assessing applications for employment.

Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions, as set out above.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the goods and services you, or they, are seeking.

Internet users

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- (a) our related entities to facilitate our and their internal business processes;
- (b) service providers, who assist us in operating our business, and these service providers may not be required to comply with our privacy policy;
- (c) our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about goods and services and various promotions; and
- (d) our professional advisers such as auditors, accountants and lawyers, insurance companies, property managers, consistent with normal business practices.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).

We are not likely to disclose your personal information overseas, except as permitted by the Privacy Act, unless we otherwise advise you in writing.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

Access and correction

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact our privacy officer at:

Street address: Corner Leichhardt Highway & Boundary Road, Goondiwindi, QLD 4390

Email address: privacy@woodsgroup.com.au

Telephone: 07 4670 0400

Facsimile: 07 4671 3907

Website: <http://www.woodsgroup.com.au/>

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au.



If you wish to make a complaint about the collection, use or disclosure of your personal information, please contact our privacy officer, and we will work with you to resolve the issue.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

About this statement

This statement is effective as of 16 April 2018. From time to time, we may need to change this statement. If we do so, we will post the updated version on our website <http://www.woodsgroup.com.au/> and it will apply to the personal information then held by us.