

Privacy Policy

Australian Grain Growers Co-operative Ltd and related entities (AGG Co-op) Policy Statement

What Personal Information does AGG Co-op collect and why?

AGG Co-op collects personal information:

- for the purposes of member registration (“**Member Information**”); and
- In order to purchase and pay for goods and services from suppliers and to sell goods and services to customers (“**Business Information**”).

The type of personal information may include the following:

- in relation to Member Information – NGR¹ number and contact details; and
- In relation to Business Information - information identifying the sellers and purchasers of commodities, farm and crop details, payment details, information on business combinations, and credit related information.

How AGG Co-op may use your Personal Information

Member Information may be used for member & share register, rebates and dividend purposes.

Business Information may be used for a number of purposes connected with our business operations, which include:

- payment for purchases;
- debt recovery;
- credit assessments;
- carrying out market and product analysis and marketing our products and services generally; and
- contacting you about and providing you with our products and services

Receipt and Disclosure of Personal Information

AGG Co-op may disclose or receive personal information or documents about you:

- to/from its related entities, who will protect and use the information only in accordance with this policy;
- as required by law or law enforcement agencies;
- in relation to Business Information - to/from service providers or other contractors, in relation to the goods or services provided to you, and who have agreed to keep the information

¹ NGR- National Growers Register P/L (ABN 89 095 857 266)

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- confidential;
- to our accountants, auditors and lawyers;
- to your nominated agents or representatives;
- to/from credit reporting agencies in relation to extending credit or accepting supporting guarantees; and
- from National Grower Register Pty Ltd, provided you have authorized disclosure of your registration details to us in our capacity as a registered user of the data base.

AGG Co-op's operations are conducted primarily within Australia. It is possible that your personal information may be transferred overseas for the purposes listed above. We may also from time to time store or back-up some of your personal information on servers located in other countries (i.e., in the so-called 'cloud') for reasons of efficiency. We will take all reasonable steps to ensure that any personal information we provide to any overseas party is treated appropriately.

We will not use your information other than described above unless for a reasonably related purpose as permitted under the *Privacy Act*, or we otherwise have your consent.

Security of and access to your Personal Information

We will take reasonable steps to ensure that the personal information we collect, use or disclose is:

- accurate;
- complete;
- up-to-date; and
- Stored in a secure environment protected from unauthorised access, modification or disclosure.

Upon your request, AGG Co-op will provide you access to your personal information held by us, except in certain prescribed circumstances, including emergency situations, specified business imperatives and law enforcement or other public interests. Information contained on the database may be amended by contacting AGG Co-op.

Cookies

We do not use "cookies" at this time, however in the event our website should have cookies in the future; we will revise and update this policy accordingly. A cookie is a small file sent by a Web site and stored on a user's computer which enables the Web site to remember information about you and your preferences.

Links to Non-AGG Co-op and Third Party websites

This website may contain links to other websites for convenience and information. We do not control those sites or their privacy practices, and we do not endorse or make any representations about third party websites. Any personal data provided to unrelated third parties is not covered by this policy.

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How to Complain About a Privacy Breach

If you believe AGG Co-op has breached your right to privacy of personal information, you may complain AGG Co-op's Privacy Officer as a first instance, and, if we fail to respond, or you are dissatisfied with our response, to the Office of the Australian Information Commissioner (**OAIC**) who investigates privacy complaints from individuals about Australian, ACT and Norfolk Island government agencies, and private sector organizations covered by the Privacy Act.

Before you can lodge a complaint with the OAIC, you will generally need to complain directly to the agency or organization you are complaining about and allow 30 days for it to respond. If you do not receive a response (after 30 days), or you are dissatisfied with the response, you may then complain to the OAIC. Here is a link for more information on how to lodge a complaint with the OAIC:

<http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

How AGG Co-op will deal with a complaint

AGG Co-op is committed to keeping your personal information private, and in all cases we will treat your personal information with no less protection than that provided for by the National Privacy Principles and the privacy laws that are in force in Australia. However, if you believe we have breached your right to privacy of personal information, we will carefully review your complaint and aim to reply within 30 days of receipt of the complaint.

To make a complaint, please do so by contacting the Privacy Officer: By telephone 1300 943 244

By email: PrivacyOfficer@aggcoop.com.au

By letter: Australian Grain Growers Co-op Ltd, PO Box 4063, Norwood South SA 5067.

Changes or updates to this policy

From time to time and in line with legislative changes, our privacy policy and procedures will be reviewed and, if appropriate, updated.

How to contact us

If you have any queries or concerns, please contact the Privacy Officer: Telephone: 1300 943 244

Email: PrivacyOfficer@aggcoop.com.au

Letter: Australian Grain Growers Co-op Ltd, PO Box 4063, Norwood South SA 5067.

Background

AGG Co-op and its subsidiary companies, like all other companies operating in Australia, are bound by the Australian Privacy Principles as set out in the *Privacy Act 1988 (Cth)*,

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In November 2012, the Australian Senate passed the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* occasioning changes to Australian privacy law in a number of areas. These changes took effect in March 2014.

AGG Co-op's policy on the collection, use and disclosure of an individual's personal information, based on the *Privacy Act 1988* and the 2012 amendments to the Act, is set out above. By providing information, or otherwise dealing with AGG Co-op after this Policy has been brought to your attention, you acknowledge and consent to the collection, use, storage or disclosure of your personal information in accordance with this Policy and the *Privacy Act*.