

## Timberlink Australia Privacy Policy

Last updated: February 2023

### 1. Introduction

Timberlink Australia Pty Ltd (ABN 12 161 713 015) (“we”) are committed to protecting the personal information of our customers. We are bound by the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

We will only collect, use or disclose personal information in accordance with the Privacy Act and this Privacy Policy. In this Privacy Policy, “personal information” means any information or opinion about an identified individual, or an individual who is reasonably identifiable.

We may amend this Privacy Policy at any time and for any reason. The updated version will be available by following the “Privacy Policy” link on our website.

### 2. When do we collect personal information?

We collect personal data in a number of ways. The most common situations in which we collect personal information are when you:

- purchase products from us or enter into an agreement with us;
- request technical or promotional information about our products;
- contact us with a query; or
- visit our premises.

### 3. What personal information do we collect?

The types of personal information we collect from you will depend on the situation in which that information is collected. For example:

- when you purchase products from us, we may collect your name, job title, organisation, contact details (e.g. address, delivery address, email address and phone numbers) and payment details;
- when you request technical or product information or send us a query, we may collect your name, job title, organisation and contact details (e.g. email address); or
- when you visit our premises, we may collect your name, organisation, contact details (e.g. mobile phone number, email address), reasons for your visit, and (during the COVID pandemic) confirmation of your COVID-19 health and vaccination status.

### 4. What do we use personal information for?

The purposes for which your personal information will be used will depend on the situation in which that personal information is collected. We will inform you of the specific purposes for which we intend to use your personal information in a collection notice at or before the time we collect your personal information.

Generally, we may use your personal information for:

- the purpose for which you provided it to us (the primary purpose);
- purposes which are related to the primary purpose and for which you would reasonably expect us to use your personal information; and
- any other purposes to which you have consented.

For example:

- when you purchase products from us, we may use your details for the purpose of processing your order, supplying and delivering the products and arranging payment;
- when you request technical or product information, we may use your details to send it you that information;
- when you send us a query, we may use your details to respond to your query; or

- when you visit our premises, we may use your details to record your visit, and the reasons for your visit, for the purposes of contractor and visitor management, investigating health, safety or operational issues, conducting a site evacuation, and keeping our premises and people safe from COVID-19.

We may also collect business contact details from construction industry information services (such as BCI Australia), and use those contact details for marketing purposes.

## **5. Direct marketing**

We may use your personal information to contact you for promotional and marketing purposes, but only in accordance with the Privacy Act, the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth). Each marketing email we send will also have an unsubscribe facility.

If, at any time, you decide that you no longer wish to be contacted for promotional and marketing purposes, please contact the Privacy Officer at [privacy@timberlink.com.au](mailto:privacy@timberlink.com.au) or at Timberlink Australia, Level 2, 37 Dalmore Drive, Scoresby, Victoria, Australia, 3179.

## **6. Who do we disclose personal information to?**

The third parties to whom your personal data will be disclosed will depend on the purposes for which that personal data is used. We will inform you of the types of third parties to whom your personal data will be disclosed in the collection notice at or before the time we collect your personal data.

Generally, we may disclose your personal information as necessary for:

- the purpose for which you provided it to us (the primary purpose);
- purposes which are related to the primary purpose and which you would reasonably expect us to use your personal information for; and
- any other purposes to which you have consented.

For example, we may share your personal data with:

- third parties who assist us to supply and deliver our products;
- third parties who provide administrative, communications, computer, payment, security or other services to us to support our business operations (for example, IT service providers, payment processors, professional advisors, credit reference bureaus and debt recovery agents); and
- our related companies.

In exceptional circumstances, we may be required or permitted by law to disclose personal information, for example to law enforcement authorities or to prevent a serious threat to public safety.

## **7. Overseas transfers**

Some of the third parties who provide administrative, communications, computer, payment, security or other services to us to support our business operations may be located, or may store data, outside Australia. The countries in which they may be located include the USA and India.

## **8. How do we secure your personal information?**

We will take all reasonable steps to ensure that your personal information is protected against unauthorised access, processing, erasure, loss or use.

## **9. Accessing and correcting your personal information**

You may contact us to seek access to or seek to correct personal information which we hold about you. There are certain exemptions under the Privacy Act which may apply to personal information access and correction requests. We may require that you the person requesting access or correction provide suitable identification and we may charge a reasonable administration fee for complying with a data access request. Requests for access to, to correct personal information held by us should be addressed to the Privacy Officer at [privacy@timberlink.com.au](mailto:privacy@timberlink.com.au) or Level 2, 37 Dalmore Drive, Scoresby, Victoria, Australia, 3179.

## 10. Complaints

If you have any complaints about our personal information handling practices, please contact the Privacy Officer at [privacy@timberlink.com.au](mailto:privacy@timberlink.com.au) or Timberlink Australia, Level 2, 37 Dalmore Drive, Scoresby, Victoria, Australia, 3179. Our complaints process is as follows:

1. We will contact you in writing, stating our understanding of the conduct being complained about; that we are conducting an investigation; and requesting that you outline your desired outcome.
2. We may provide the information you provide and details of the complaint to relevant service providers to assist in dealing with the complaint.
3. Once our investigation is complete, we will notify you in writing. If we have not complied with the relevant sections of our Privacy Policy or the Privacy Act, we will attempt to rectify the breach in an appropriate manner. Any systemic issues identified by the investigation will be considered and rectified where appropriate.
4. Once our investigation into the complaint is finalised, we may retain a record of the complaint, the investigation and any action taken to rectify any breach. On request, we will delete your personal information. The information retained may be used by us for internal review of our practices.

If you are not satisfied with our response to a complaint, you have the right to contact the Office of the Australian Information Commissioner. Contact details can be found at [www.oaic.gov.au](http://www.oaic.gov.au).