

## 1. Purpose

Wolter Steel Co. Pty. Ltd. (“Wolters”, “we”, “us”, “our”) understands that how we collect, use, exchange and protect your information is important to you, and we value your trust.

The Wolters Privacy Policy outlines our ongoing obligations to you in respect of how we protect your privacy and how we comply with the requirements of the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. This Privacy Policy sets out our approach to gather personal information, and our approach to the use and dissemination of such information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner (“OAIC”) at <https://www.oaic.gov.au>.

You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

## 2. Policy

### 2.1 Access to personal information

We recognise that personal information is very important to everyone. We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. You may request access to your personal information. We will deal with any requests from you to obtain access to your personal information within a reasonable time. If we refuse to provide you with access to your personal information, we will provide you with reasons for refusal.

We rely on the accuracy of the information you provide to us. If you believe we hold information about you that is incorrect, please contact us and we will correct any errors or inaccuracies where required.

### 2.2 What is personal information and why do we collect it

Personal information is information about an identified individual or information that can reasonably identify an individual. Collecting your personal information allows us to communicate with you, offer you a range of goods and services you’ve asked for or are likely to be interested in due to the nature of our relationship. If you do not provide us with your personal information, we may not be able to provide you with our goods and services, communicate with you or respond to your enquiries.

We will, in general, collect personal information directly from you whenever you interact with us. This may be from written correspondence, verbally over the telephone, through emails, the internet or via account applications. We may also collect it through referrals from other individuals.

The information we collect from you may include but is not limited to, your name, company name, contact details (address, telephone, email), credit details, your history of purchases and use of our goods and services.

We do not collect tax file numbers or other government identifiers of individuals, except as a legal necessity, if you are an individual carrying on a business we will collect and use the ABN of that business for our business and tax requirements.

We may also collect and hold information about how you use and interact with our website. This information may include:

- data relating to your activity on our website via tracking technologies such as cookies;
- the identity of your Internet browser, the type of operating system you use, your IP address and the domain name of your internet provider and;
- details of any survey responses you provide.

The personal information we may solicit and collect directly from you or by other means is information that is reasonably necessary for us to manage our relationship with you and to adhere to our statutory obligations.

## 2.3 Credit Information

We will collect your credit information from details included in your account application form. In addition, we also obtain credit information from the following sources:

- credit reporting agencies;
- other suppliers; and
- bodies that issue identification documents to help us check your identity.

## 2.4 Security of personal information

We store information in different ways, including in paper files and electronic form on our computer systems and in third party data centres. The security of your personal information is important to us, and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- confidentiality requirements of our employees;
- document storage security policies;
- security measures for access to our systems;
- only giving access to personal information to a person who is verified to be able to receive that information;
- control of access to our buildings; and
- electronic security systems, such as firewalls and data encryption on our websites.

## 2.5 Use and Disclosure of personal information

We collect and use your personal information to:

- consider your request for goods and services, including your eligibility;
- process your application and provide you with goods and services;
- provide you with the functionality on our website, and customising and improving your online experience with us;
- send you marketing and promotional activity that we believe you may be interested in.

Personal information may be disclosed to third parties for credit purposes, ie. credit application forms and reference purposes. This will not occur without your permission.

Personal information obtained will not be sold to a third party.

## 3. Notifiable data breach

We are committed to doing all that we can to protect your personal information.

Should there be a breach of our data, we will enact our Data Breach Response Plan. Should the breach be identified as a notifiable breach, appropriate action will be taken to notify relevant parties as soon as practicable and in accordance with our Data Breach Response Plan and the OAIC recommendations.

## 4. Policy Updates

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website.

You may obtain a copy of our current policy from our website or by contacting us and requesting a copy.