



Australian Wood Panels Pty Ltd – Privacy Policy

Introduction:

The protection of personal information is of importance to all the staff of Australian Wood Panels Pty Ltd (AWP) in Australia, including our related companies (“affiliates”). This information includes not only that of customers and suppliers, but also any individuals with whom we interact as a business.

As part of our commitment, we have produced this statement to increase the understanding of how we handle any personal information we collect. AWP and its affiliates throughout Australia are subject to the National Privacy Principles under the Privacy Act, and this document outlines how we intend to deliver all the rights and protection that you are entitled to.

What personal information we collect and hold:

The nature of the personal information we collect may include:

- Information we collect from you on applications or other forms, such as name, address, telephone number, occupation, assets and income,
- Information about your transactions with us, our affiliates, or external service providers, such as account balances, payment history, and account activity,
- Information we receive from credit bureau reports,
- Other correspondence we may have with you.

Why we collect your information:

We only collect personal information necessary for the provision of products/services. These purposes may include:

- Processing an account application,
- Evaluating and monitoring credit worthiness,
- Processing receipts and payments, and servicing customer's accounts,
- Responding to customer inquiries about accounts, products or services,
- Understanding the customer's needs and offering products and services to meet those needs,
- Allowing our related companies to promote their products and services to customers,
- Meeting legal and regulatory requirements.

Failure to provide such personal information may prevent us from being able to provide our products/services to you.

Who we disclose your information to:

We will not use or disclose your personal information, collected by us, for any purpose other than for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure, you have consented to the disclosure or where it is authorised by law.

In common with many organisations, we keep our costs down by obtaining some routine services from external service providers, and your information may be provided to them on a confidential basis for this purpose. Such disclosures may be for:

- Administrative services,
- Data processing and market research services,
- Regulatory and compliance purposes,
- Financial and professional advisory services,
- Updating of credit information to credit bureaus,
- Participating in payment systems, for example bank clearing and credit card associations,
- Other relates purposes (eg. Freight / Distribution services).

Categories of affiliates with whom we may share your information:

Australian Wood Panels Pty Ltd (AWP) is a wholly owned subsidiary of Brewster Ltd. (ABN 89 009 478 844) – Registered Office: 164 Campbell Street Hobart Tasmania 7000. Our affiliates are the family of companies that form Brewster Ltd. In accordance with the National Privacy Principles enshrined in the Privacy Act, we will disclose to you at or around the time of collecting personal information from you that we may share your information with affiliates. These affiliates conduct business under names that currently include Brewster Ltd and Australian Wood Panels Pty Ltd.



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When AWP share personal information within its group it can make it easier for you when applying for an account or obtaining goods and services from these companies. In addition, sharing personal information can help you receive timely notice about products, services or other special offers that may be of interest and benefit to you either from companies within the group or from selected external service providers.

What we do to protect your personal information:

We protect the personal information we collect about you by maintaining physical, electronic, and procedural safeguards. We expect external service providers that may process personal information on our behalf to follow the same stringent standards of security and confidentiality. We train the people who work for us how to properly handle personal information and we restrict access to what is necessary for specific job functions.

Access to personal information:

You are entitled to access your personal information held by us, subject to some limited exceptions in the Privacy Act. You can do this by contacting us as described below. To assist us in locating and providing the information you request, we would ask that you be reasonably specific about the information you require.

We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information.

In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

Where a customer establishes that the personal information we hold on them is not accurate, complete or up-to-date we will take reasonable steps to correct our records as necessary. We may charge you a reasonable fee for providing access to your personal information. Your request will usually receive a response within 14 days, though more complicated requests may take up to 30 days to respond to.

Your Privacy Preferences:

Please remember that we will protect your personal information regardless of your privacy preferences.

If you do not wish to receive marketing offers from either our related companies or us please use the below methods to inform us. This is at no cost to you.

Contact Us:

If you wish to find out more information, or raise any specific or general concerns about AWP and its Privacy Policy, the contact details are as follows:

The Privacy Officer – AWP / Brewster Ltd
164 Campbell Street, Hobart, TAS, 7000

E-mail: dtaylor@awpanels.com.au

Telephone: (03) 6234 2477

Complaints and Disputes:

If you have reason to believe that any AWP / Brewster Ltd affiliate or department has breached the Privacy Policies outlined in this document, we urge you to raise this with the AWP / Brewster Ltd Privacy Officer.

We will investigate all complaints and respond to you within 14 days. If we find a complaint justified, we will resolve it. If necessary, we will change policies and procedures to maintain our high standards of performance, service and customer care.

However, if you are not satisfied with the outcome, you can refer the complaint to the Australian Privacy Commissioner. The contact details are:

GPO Box 5218
SYDNEY NSW 1042
privacy@privacy.gov.au
www.privacy.gov.au