Privacy Policy MAHRP 026

Mackay Australia Pty Ltd - ABN 98 665 735 615 (Mackay/The Company) is committed to maintaining the privacy and security of the personal information it collects and holds. Mackay is bound by the *Privacy Act 1988* (Cth) (**Privacy Act**), which regulates the way in which The Company collects, uses and discloses your personal information. Mackay will manage your personal information consistently with the requirements under the Privacy Act.

This Privacy Policy contains information about how Mackay manages personal information it collects about you if you are any of the individuals Mackay may deal with, such as customers, suppliers, individuals that have a connection with a customer or supplier or individuals that apply for or gain a role with Mackay.

Personal information that Mackay may collect

The type of personal information that Mackay may collect and hold, and where that information comes from, will vary depending on the circumstances in which Mackay is dealing with you.

This information may include:

- your name, date of birth, residential and business addresses, telephone numbers, email and other electronic addresses, banking details, position;
- information about your transactions, products, services, agreements or other dealings with Mackay, its affiliates, or any third parties, such as purchase and payment history, details about product use, trade references, credit card and other payment details;
- government identifiers such as your tax file number, ABN, Medicare card number, driver's licence number or passport number (for example, to verify your identity at the time you request a product or service or apply for a position with Mackay);
- sensitive information, including place of birth or nationality, membership of a professional or trade association, criminal records and health and doctor information (for example, if you are a staff member, medical certificates and health related information associated with leave applications, workers' compensation matters, injury incidents and rehabilitation);
- other details relating to your relationship and dealings with The Company including if Mackay deals with you in a capacity other than a customer (for example, if you are employed by or have applied for a position with Mackay, pre-employment history, income, results of aptitude and other tests, qualifications, academic transcripts, next of kin or emergency contact person and their details, superannuation and health insurance details, details on deductions for child support). If you have been granted an Australian Government Security Clearance, particulars relating to your clearance, itineraries for any overseas travel you are planning, and details concerning all overseas travel that you have undertaken.

Your personal information is often collected by Mackay directly from you. For example, if you are a customer you are likely to provide Mackay with personal information at the time you make an application or request a product or service or you update your details held by The Company. Similarly, if Mackay deals with you as a representative of a customer or supplier (such as an employee, director or other officer of a corporate customer or supplier) you may provide

personal information as a result of your dealings with Mackay. If you are applying for employment with Mackay, it will usually collect details directly from you.

In some circumstances Mackay may receive your personal information from third parties. For example, this may be the case where a corporate customer provides your details as part of an application or request for products or services, or where we receive your contact information from another party suggesting you may be interested in our products or services. As another example, The Company may need to obtain personal information about you from a third party to verify information you have provided or to enable Mackay to locate or communicate with you.

If you do not provide the information requested, or if you provide incomplete or inaccurate information, Mackay may not be able to provide you with products or services or other opportunities (for example, a role with Mackay) that you have applied for.

If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

Purposes for which Mackay may collect, use and disclose personal information

Mackay will collect, use or disclose your personal information as is reasonably necessary for its business purposes and as permitted by law. Such purposes may include:

- processing an application or request for a product or service and managing its products and services and other relationships and arrangements, including processing payments and invoices;
- recruitment and employment purposes (including internal staff communication and newsletters);
- engaging service providers, contractors or suppliers relating to the operation of its business;
- evaluating and monitoring a customer's credit worthiness;
- responding to inquiries about products or services, accounts or other arrangements;
- dealing with complaints;
- meeting legal and regulatory requirements. Various Australian laws may expressly require Mackay to collect your personal information or Mackay may need to do so in order to be able to comply with other obligations under those laws. Such laws include the Personal Property Securities Act and State and Territory property and security interests laws (for example, to register and search for security interests) or the Taxation Administration Act, the Income Tax Assessment Act and other taxation laws (for example, to comply with obligations relating to employment or with information requests issued by the Commissioner of Taxation);
- enforcing its rights, including undertaking debt collection activities and legal proceedings;
- promoting its products and services;
- providing updates on corporate or business changes and matters.

Privacy Policy MAHRP 026

Third parties to whom Mackay may disclose personal information

Mackay may disclose your personal information for the purposes listed above or as otherwise permitted by the Privacy Act to third parties that include the following:

- related companies, commercial partners and affiliates;
- service providers, information providers, advisers, agents and debt collectors;
- banks and other financial institutions, insurers and superannuation providers;
- government and regulatory agencies, bodies and authorities;
- third parties you authorise to act on your behalf or that are otherwise connected with you (such as your accountant, legal representative, employer or referee);
- your guarantors and security providers;
- organisations acquiring or wishing to acquire an interest in any of Mackay's assets from time to time, such as prospective debt purchasers;
- if you are a Mackay staff member, your personal information may be shared with contractors, suppliers and customers that Mackay deals with;
- other persons that Mackay needs to deal with in connection with engagement of staff (such as next-of-kin, emergency contact, training or medical providers);
- other persons and entities as permitted under the Privacy Act.

Some of the recipients to whom Mackay discloses your personal information may be based overseas. It is not reasonably practicable to list every country to which your information may be transmitted from time to time.

How personal information is held and protected by Mackay

Mackay may hold your personal information in physical form or in electronic form on computer systems located in Australia or overseas, including with related companies and third-party technology and storage providers. Mackay stores your personal information in a secure manner and protects it from unauthorized access, modification or disclosure through measures such as time locked password protected computers, locked physical storage and implementation of internal policies and procedures intended to ensure that only personnel that require it to discharge their functions will access such information

As required by the Privacy Act, Mackay will take reasonable steps to ensure that any personal information collected that is no longer required for a permitted purpose will be destroyed or permanently de-identified.

Accessing personal information held by Mackay

You have a right to request access to the personal information that Mackay holds about you, subject to certain exemptions under the Privacy Act. You will not be charged for making a request to access your personal information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request. If a charge is applicable, Mackay will inform you in advance of any likely charge.

Privacy Policy MAHRP 026

If you would like to request access to your personal information held by Mackay, please see "Contacting Mackay about Privacy" below. The Company will usually respond to your request within 30 days.

Correcting personal information held by Mackay

Mackay takes all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete, up-to-date and relevant to the products or services provided to you or the nature of the relationship with you. If you believe that this is not the case in relation to any personal information The Company holds about you, you have the right to request that Mackay corrects your personal information. If you would like to request correction of your personal information held by Mackay, please see "Contacting Mackay about privacy" below. The Company will usually respond to your request within 30 days.

Privacy complaints and disputes

If you believe your personal information has not been treated consistently with the Privacy Act, please contact The Company – see "Contact Mackay about privacy" below.

Mackay will investigate your privacy complaint and respond to you as soon as practicable. Where Mackay finds that your complaint is justified, it will resolve the complaint. Where it disagrees with your complaint, Mackay will provide you with its reasons.

If you are unhappy with the handling of your complaint, you also have rights to complain to the Office of the Australian Information Commissioner (visit www.oaic.gov.au for more information).

How changes are made to this Privacy Policy

Mackay may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

Contacting Mackay about privacy

If you wish to contact Mackay about the privacy-related matters described above or find out more information about the privacy practices of Mackay, please use these contact details:

Privacy Officer
Mackay Australia Pty Ltd
894 Taylors Road
Dandenong South VIC 3175
Australia

Tel: (03) 9276 4602
Email: privacy@mackayrubber.com.au

Please visit www.mackayrubber.com.au for the current version of this policy.