

## ADFC Privacy Policy

<b>Date Adopted:</b>	<b>4 April 2016</b>
<b>Review Date:</b>	<b>10 March 2022</b>
<b>Next Review Date</b>	<b>10 March 2025</b>

Australian Dairy Farmers Corporation Limited (**Company, we, us, our**) is an independent organisation representing Australian dairy farmers. We are bound by the Australia Privacy Principles (**APPs**) in the Privacy Act 1988 (Cth) (**Privacy Act**). We understand the importance of, and are committed to, protecting your personal information (that is, information or an opinion about you, whether true or not, which identifies you or from which your identity is reasonably identifiable). This Privacy Policy explains how we manage your personal information, including our obligations and your rights in respect of our dealings with your personal information.

Please take a moment to read our Privacy Policy as it describes what happens to your personal information that is collected via our website at <http://adfc.com.au/> (**the Website**).

### 1. **How we collect your personal information**

We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through some of the following means:

- (a) when you make an inquiry through our Website
- (b) in administering and performing any contracts with our partners, suppliers and service providers
- (c) when you contact us via telephone or facsimile
- (d) from correspondence (whether in writing or electronically)
- (e) while conducting market research surveys
- (f) when you apply to become a shareholder in the Company
- (g) when administering any of our services
- (h) as otherwise required to manage our business.

However, in certain cases we may collect personal information from publicly available sources and third parties, such as suppliers, recruitment agencies, contractors, our clients and business partners. If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.



## 2. Types of personal information we collect

The type of personal information we may collect can include (but is not limited to), your name, postal address, email address, phone numbers and, if applicable, employment information. Where you do not wish to provide us with your personal information, we may not be able to respond to your enquiries, process your application or provide you with requested goods or services.

## 3. Our purposes for handling your personal information

As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances. We collect, hold, use and disclose personal information to communicate with you, comply with our legal and regulatory obligations and otherwise to manage our business.

Your personal information may also be provided to the Company's members, agents and service providers on the basis that they deal with such information in accordance with the Company's privacy policy and applicable laws. The members, agents and service providers of the Company may be located outside Australia where your personal information may not receive the same level of protection as that afforded under Australian law. The types of agents and service providers that may be provided with your personal information and the circumstances in which your personal information may be shared are:

(a) any external service provider appointed by the Company to administer the Shareholder register

(b) printers and other companies for the purpose of preparation and distribution of statements and for handling mail

(c) market research companies for the purpose of analysing the Shareholder base and for product development and planning

(d) legal and accounting firms, auditors, contractors, consultants and other advisers for the purpose of administering, and advising on, the Shares and for associated actions.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure.



#### **4. Collection of Financial Information**

The only financial information the Company will collect is in relation to bank account details of its suppliers, both farm and other providers.

This information will be used for the sole purpose of making payment to these suppliers for goods and services provided and for no other reason.

#### **5. Protection of personal information**

We will hold personal information as either secure physical record, electronically on our intranet system, in cloud storage, and in some cases, records on third party servers, which may be located overseas.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

#### **6. Direct marketing**

Like most businesses, marketing is important to our continued success. We therefore like to stay in touch to let stakeholders know about our activities and developments in the dairy industry. We may also provide you with information from third parties which may be of interest to you. We will not disclose your personal information to third parties for marketing purposes without your consent. You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting our Company Secretary.

#### **7. Cookies**

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect aggregate information on how visitors are experiencing the Website. While cookies allow a computer to be identified, they do not permit any reference to a specific individual. For



information on cookie settings of your internet browser, please refer to your browser's manual.

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

You may contact our Company Secretary to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information we hold about you.

We are not obliged to correct any of your personal information if we do not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

#### **9. Overseas transfers of personal information**

Some of the third parties to whom we disclose personal information may be located outside Australia. The countries in which such third-party recipients are located depend on the circumstances. In the ordinary course of business, we commonly disclose personal information about our farmers to a technology service provider based in New Zealand. This service provider provides us with milk processing and payment solutions and related services.

Whenever we transfer your personal information outside of Australia, we will do so in accordance with the requirements of applicable privacy and data protection laws. We may disclose your personal information to overseas recipient without your consent where permitted by the Privacy Act (and, in such circumstances, we will comply with the applicable requirements of the Privacy Act in doing so).

#### **10. Resolving personal information concerns**

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Company Secretary:

**Company Secretary**  
**Australian Dairy Farmers Corporation Ltd**  
**Suite 204, 757 Bourke Street**  
**Docklands**  
**Victoria 3008**  
**T: 03 9602 1157**  
**E: [info@adfc.com.au](mailto:info@adfc.com.au)**



We take all complaints seriously and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

**Office of the Australian Information Commissioner**

GPO Box 5288

Sydney

NSW 2001

T: 1300 363 992

E: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**11. Changes**

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our Website.

