

# AUSTRALIAN WOOL EXCHANGE LTD AWEX

## PRIVACY POLICY

Updated February 2017

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# **Australian Wool Exchange Limited**

## **PRIVACY POLICY**

### **Background**

This policy sets out AWEX's information handling practices and incorporates the requirements of the Australian Privacy Principles ("APPs") as set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. This Act applies from 12<sup>th</sup> March 2014.

Full details of the APP guidelines are available at [www.oaic.gov.au](http://www.oaic.gov.au)

### **What is Privacy Legislation?**

Privacy legislation was introduced in order to protect the interests of individuals by ensuring their personal information held by organisations is not handled inappropriately.

The information to which the APPs, and this policy, apply is Personal Information. Personal Information includes any information or opinion (including information or an opinion forming part of a database), and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

For the avoidance of doubt, we will not collect any information defined under the Privacy Act as sensitive information, unless compelled by law to do so.

This means any information about individuals (as distinct from organisations) and will include their contact details and any other relevant information about them. It can encompass a wide array of information sources and will not necessarily be limited to an individual database record. It can include comments in an email message to a colleague or hand-written comments on a post-it note in a file.

### **Privacy Statement**

The privacy of our members and customers is of the utmost importance to the Australian Wool Exchange Ltd and this extends to include information or opinions about members and customers that we collect and record and which could be used to reasonably identify them. AWEX strictly adheres to the APPs and the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This Statement summarises how AWEX manages Personal Information.

## **TYPE OF INFORMATION AWEX COLLECTS**

The kind of information we collect will generally depend on the services we provide but may include name, address, telephone numbers and other contact details and identification number. Unless required to do so by law, we will not request or collect sensitive information, such as health information, racial or ethnic origins, religious beliefs etc as set out in the APPs.

## **WHY AWEX COLLECTS INFORMATION**

Generally we collect and use personal information about members and customers to establish your AWEX membership or to provide a service. The information is collected for the purpose of assisting our internal administration, operations and services including our account, finance and payroll functions as well as record keeping and archiving.

## **HOW AWEX COLLECTS INFORMATION**

Generally, we collect information directly from individuals for example upon application for membership or registration or upon request for a product or service or otherwise in the course of providing you with our products and services.

From time-to-time you will receive written requests from AWEX to confirm the information we hold in our database relating to you and the services we provide. We may also collect and update information over the phone or over the Internet.

Occasionally AWEX may also collect information about you through third parties such as:

- Brokers;
- Exporters;
- Private Treaty Merchants;
- Growers;
- Processors;
- Industry bodies; and
- Educational Institutions (e.g. if you are a Woolclasser and have recently graduated)

## **HOW AWEX STORES INFORMATION**

We store information in a combination of a secure database and paper-based files. In so doing, we have taken appropriate steps to protect information from misuse, interference and loss, unauthorised access, modification or disclosure.

Additionally we take reasonable steps to destroy or permanently de-identify personal information when we no longer need it. Wherever practicable we will provide you the option of interacting with us anonymously or by using a pseudonym.

You may agree to us using your personal information for direct marketing purposes. You may change your mind at any time by writing to or emailing us.

## **OTHER ORGANISATIONS**

Because your privacy is important we will not sell, rent or trade your personal information without your consent.

However in some instances we may be required to disclose information to outside contractors who carry out specialist services on AWEX's behalf (for example, mailing houses and other services that you would reasonably expect us to provide to you that requires third party involvement).

To protect the privacy of our members and customers, we impose strict requirements of security and confidentiality on all third parties as to how they handle your personal information. Outside contractors are not allowed to use personal information about you for any purpose except to perform the services we have asked them to provide.

## **ACCESS TO INFORMATION**

We will take reasonable steps to make sure that the information we collect use or disclose is accurate, relevant, complete and up to date. If your details change, such as your address or phone number, please contact us to update your details so we can continue to provide you with our services.

Following a written request to do so, we will provide you with a copy of any personal information we hold about you in accordance with our obligations under the Privacy Act. We may charge a fee for retrieving this information, in which case we will inform you of the fee in advance of providing the information.

## **We undertake to promptly acknowledge and investigate any complaint about the way we manage personal information. Contacting AWEX**

If you have any questions about AWEX's Privacy Policy or information handling practices or if you wish to update information we hold about you or to make a complaint, please contact:

Postal                      The Privacy Officer  
                                    Australian Wool Exchange Ltd.,  
                                    PO Box 651 North Ryde BC NSW 2113

Street           Unit 12A,  
                      2 Eden Park Drive  
                      Macquarie Park NSW 2113

Email:           privacyofficer@awex.com.au

Phone:           (02) 9428 6100