

# Privacy Policy

## Collection of your personal information

**Cowal Agriculture** is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

The personal information we collect depends on the dealings you have with us. It differs depending on whether you are a customer, supplier, employee, job applicant or contractor. It may include sensitive information.

There are many aspects of our website which can be viewed without providing personal information, however, for access to contact us and any future Cowal Agriculture customer support features you may be required to submit personally identifiable information. This may include but not limited to your contact details so that we can respond to your enquiry or request.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

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

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.cowalag.com](http://www.cowalag.com), from your website, from media and publications, from other publicly available sources, and from third parties. We do not guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Disclosure of personal information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

### **Security of personal information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

We maintain computer and network security. Our website not necessarily use encryption or other technologies to ensure the secure transmission of information over the internet. Users of our Websites, particularly our online sale platform, are encouraged to exercise absolute care in sending personal information via the internet, particularly login and password details and billing details (such as bank account details and credit card information).

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

If, at any point in time, you wish for your personal information to be destroyed; or

- be de-identified; or
- be accessed; or
- be provided to you as a copy.

then you can submit a request using the contact details set out at bottom of this Policy. Unless we are legally allowed or required to maintain your (or part of) your personal information, then we will action your request.

## How can you access or seek correction of your personal information?

You are entitled to access your personal information held by us and it is important that you make sure the personal information we hold for you is accurate, up-to-date and complete. To request access to your personal information please contact our Privacy Officer using the contact details set out at bottom of this Policy.

You are responsible for ensuring that your details or personal information with Us is accurate and updated regularly. We will take reasonable steps to ensure that the personal information we collect, use, store or disclose is accurate, complete and up to date. You can help us to do this by letting us know if you notice errors or discrepancies in information that we hold about you and letting us know if your personal details change.

After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the Australian Privacy Principles. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

To protect your Personal Information, we may require identification from you before releasing the requested information.

## Policy updates

This Policy may change from time to time and is available on our website.

## Privacy policy complaints and enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:  
Email: [admin@cowalag.com](mailto:admin@cowalag.com)

## Document Control

<b>Managed by:</b> General Manager Finance	<b>Responsible Position:</b> General Manager Finance	<b>Version:</b> 1.0
<b>Date Approved:</b> 11 March 2024	<b>Approved by:</b> Senior Management Team	<b>Next review date:</b> 11 March 2025

## Revision Record

Date	Version	Revision Description
	1.0	Original