



PRIVACY POLICY

ALUMINIUM SPECIALTIES GROUP PTY LTD. (ABN 63 001 252 259) and all its ASSOCIATED AND RELATED COMPANIES (“ALSUN”)

1. PURPOSE

To ensure that private information is collected, recorded and protected in an appropriate manner.

2. SCOPE

All private information collected by ALSUN.

3. RESPONSIBILITY

It is the responsibility of all ALSUN staff that have access to private information.

4. POLICY

Our Privacy Policy is divided into the following sections:

- What sort of personal information does ALSUN collect and how does ALSUN collect it?
- Why does ALSUN collect personal information and what happens if you do not provide the information?
- How is your personal information used by ALSUN and will it be given to anyone else?
- Who does ALSUN disclose personal information to?
- How will ALSUN keep your personal information secure?
- Access and correction.
- Sensitive Information and how to contact our Privacy Officer.

5. WHAT SORT OF PERSONAL INFORMATION DOES ALSUN COLLECT AND HOW DOES ALSUN COLLECT IT?

- a) When you conduct business with ALSUN, we collect information about you in many different ways – this includes your name, address and telephone number and other contact details. We collect it when you place orders or communicate with us either over the counter, by telephone, fax or email or when you complete an Application for Commercial Credit or supply Personal Guarantee documents. We may also:
 - Obtain information by doing searches from publicly available records and public databases, such as Australian Securities and Investment Commission records, Veda and other Credit Reporting Agencies.
 - ALSUN from time to time collects information when it uses independent contractors (e.g. from recruitment agencies, when it makes enquiries about prospective employees), when it employs or deals with third parties, when it uses various service providers to its business including consultants, accountants and auditors and solicitors.

6. WHY DOES ALSUN COLLECT PERSONAL INFORMATION AND WHAT HAPPENS IF YOU DO NOT PROVIDE THE INFORMATION?

- a) Where it is lawful and practicable to do so, you may conduct business with ALSUN without providing personal information. However, if we do not collect personal information about you at the point of sale we will not be able to contact you should the need arise e.g. to advise you of any changes to our product lines or in the event of a product recall.
- b) If you do not provide the personal information requested we may not be able to conduct business with you and we may not be able to consider any Application for Commercial Credit or any other requests made of us.

7. HOW IS YOUR PERSONAL INFORMATION USED BY ALSUN AND WILL IT BE GIVEN TO ANYONE ELSE?

- a) ALSUN will use the information in the ordinary course of carrying out its business.
- b) ALSUN also uses the personal information for marketing and research purposes, and to send you information, (either by e-mail, post, fax or telephone), that you may request. This information may be in respect of our product lines or in respect of our business generally.
- c) If you do not want to receive such information, or have your information so used, please contact our Privacy Officer at the address below.
- d) The ALSUN Credit Department has well-documented detailed procedures, which are compliant with the NPPs, in managing personal information relating to the administration of customer accounts. Compliance to these procedures is monitored on an ongoing basis.

8. WHO DOES ALSUN DISCLOSE PERSONAL INFORMATION TO?

- a) ALSUN will not sell, rent, trade or otherwise supply personal information about you to or with third parties. However, in the normal course of its business ALSUN may disclose personal information to its associated and related companies.
- b) ALSUN may also disclose personal information to contractors, service providers, insurance companies or brokers (e.g. to obtain WorkCover insurance) other credit providers, whether or not your account is overdue and, if necessary, our risk insurers, debt collectors and credit reporting agencies.

9. HOW WILL ALSUN KEEP YOUR PERSONAL INFORMATION SECURE?

- a) ALSUN maintains sophisticated Information Technology systems to keep its customer, goods and service providers and employee data on masterfiles. ALSUN has security measures designed to protect against the loss, misuse and/or alteration of the information under its control. ALSUN employees are required, as a condition of their employment, to treat personal information held by ALSUN as confidential and to maintain the confidentiality of that personal information.
- b) Other security measures include:
 - Restricted access to personal information
 - Firewalls
 - Encryption
 - IT policies and procedures in relation to e-mail and internet usage

- Archiving in accordance with industry practice and relevant laws
- Confidentiality policy and practices

10. ACCESS AND CORRECTION

- a) Under the Privacy Act, 1988, (as amended), you have a right to seek access to personal information which ALSUN holds about you. You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.
- b) You may gain access to Information that ALSUN has collected about you, by contacting our Privacy Officer. Ordinarily, ALSUN will not charge you for the cost of providing this type of access to these records, however, if we do propose to charge you we will advise you of the relevant charge before we provide you with access.
- c) ALSUN'S policy is to consider any access for correction within ten (10) days of the request and ALSUN will review information on its databases at regular intervals to ensure all information kept is up to date.

11. IDENTIFIERS

- a) ALSUN will not adopt an identifier assigned by a Commonwealth government agency as the way in which ALSUN identifies a person.

12. TRANSBORDER DATA FLOWS

- a) ALSUN may pass on personal information outside Australia in circumstances where:
 - The person consents
 - The transfer is for the benefit of the person
 - The transfer is for the performance of a contract between ALSUN and the person
 - ALSUN believes that the recipient of the information is required to comply with privacy standards that are similar to the NPPs in the Commonwealth scheme.

13. SENSITIVE INFORMATION AND HOW TO CONTACT OUR PRIVACY OFFICER

- a) Sensitive information is a special category of personal information. It is information or opinions about you that in most cases can only be disclosed with your consent. ALSUN will not collect sensitive information from a person without the explicit consent of that person except:
 - If the collection of that information is necessary to prevent or lessen an imminent threat to the life or health of a person.
 - It is required by law.
- b) Our Privacy Officer details are as follows:

Privacy Officer
PO BOX 540, Caloundra, QLD, 4551
Phone: 07 5437 6123
Fax: 07 5437 6124
E-mail: email@alsun.com.au