

Privacy Policy

This Privacy Policy sets out how Mackay Sugar Limited (“**Mackay Sugar**”) manages personal information it collects and holds, and how to contact us if you have any privacy concerns. Mackay Sugar is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (“**Privacy Act**”).

This Privacy Policy may be updated from time to time, so we encourage you to regularly check our website for the most up-to-date copy.

What is Personal Information? – Personal Information is defined in the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

What kinds of information do we collect and hold? – Mackay Sugar and, in limited cases, third parties on our behalf, may collect, store, use and hold personal information from growers, employees, contractors, consultants, customers, suppliers, job applicants and visitors to our website. The kinds of personal information that we collect and hold will vary depending on the circumstances. For example, we may collect and hold your name, gender, address, phone number, or any other information about our interaction with you. Mackay Sugar may collect and hold more specific information from employees, contractors, consultants, customers, suppliers such as their date of birth, bank account details, tax file number and taxation information, work history, health history, emergency contact details, references, superannuation information and contract specific information.

You may elect to engage with us on an anonymous basis or using a pseudonym, but if we are not able to identify you and collect certain personal information about you, we may not be able to provide you with our services, products or relevant assistance to the extent we need such personal information in order to do so.

How do we collect personal information? – Mackay Sugar will collect your personal information directly from you unless it is unreasonable or impractical to do so. Collection from you may occur through dealings in person or via the telephone, as well as through normal business correspondence, online dealings, completion of business-specific forms (e.g. job applications, grower/shareholder details forms, farm maps and production history and creditor data forms). Mackay Sugar will occasionally collect your personal information through third parties such as Mackay Area Productivity Services (MAPS), recruitment agencies or other agents or representatives.

Mackay Sugar will only collect sensitive information (which is a category of personal information that includes information about an individual’s health) from you with your consent and where reasonably necessary for our functions or activities.

Where Mackay Sugar receives unsolicited information, for example from an individual who wishes to become an employee, Mackay Sugar will treat the information as if it had collected it directly from the individual. If Mackay Sugar receives information it could not lawfully collect itself, it will destroy that information or ensure that it is de-identified where lawful and reasonable to do so.

How is online privacy managed? – When browsing or searching Mackay Sugar’s website, our server automatically collects navigational data to help us improve our website content and navigation. One way in which navigational data is collected is by placing "cookies" in your browser file on your hard drive. We may use other web-tracking technologies, which passively collect information (which means it is collected without you actively providing it). The cookies and technologies we use collect information such as your IP address, your device’s unique identifier number, and also track your use of the Mackay Sugar website. We use personal information collected through these technologies on our website in order to optimise your online experience. You can usually set your browser to refuse or delete cookies.

Sometimes our website contains links to third party websites for your convenience and information. When you access a third party website, please understand that we are not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

How do we use and disclose personal information? – Mackay Sugar may use and disclose the personal information it collects for the purposes for which it was collected, and generally for other secondary purposes that are related to the purpose for which it was collected, where you would reasonably expect such use or disclosure. We may also use and disclose your personal information for other purposes where you have consented to that use or disclosure, or where the use or disclosure is required or authorised by or under an Australian law or court/tribunal order.

In general, Mackay Sugar uses and discloses personal information to enable us to carry out our various functions and activities, such as our day-to-day operations and maintaining our employee, grower, customer, supplier and community relationships and interactions. We also use grower's information in managing the crop estimating, data collection and harvesting processes and in our interactions with MAPS. We may also use and disclose information for statistical analysis and monitoring, for processing payment for goods and services, issuing communications (e.g. via newsletters), and responding to enquiries or complaints.

Mackay Sugar may disclose your personal information to:

- in respect to growers, your chosen raw sugar marketing entity and MAPS;
- external service providers, such as contractors, consultants or suppliers, auditors, and taxation and legal advisers who we may engage. These service providers are only permitted to use the information for the services or function for which they have been engaged; and
- regulatory bodies, government agencies and law enforcement bodies, such as the Australian Tax Office.

Do we disclose personal information overseas? – Mackay Sugar engages several technology providers whose servers may be located overseas. This means that in some instances, your information may be stored on overseas cloud-based servers and disclosed overseas, including to Hong Kong, Japan, Malaysia, Singapore or, South Korea . When we disclose your personal information overseas, we are required to take measures to ensure that your information will be protected.

How do we hold and secure personal information? – We take all reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure using physical, electronic and procedural safeguards. We take reasonable steps to destroy, delete or de-identify personal information if it is no longer needed for the purposes for which it was collected or if we are no longer required by law to retain it, using secure methods to destroy or de-identify the information.

No data transmission over the Internet data storage solution can be guaranteed to be 100% secure. If you use Mackay Sugar's website to send us any information and suspect or believe that your interaction with us is not secure or that information has been compromised, please contact us immediately (using the contact details provided below).

How do we deal with data breaches? – In the event of any loss of, unauthorised access to or disclosure of your personal information that is likely to result in serious harm to you, Mackay Sugar will investigate and notify you and the Office of the Australian Information Commissioner (**OAIC**) as soon as practicable, in accordance with the Privacy Act.

Maintenance of personal information – We will take reasonable steps to ensure that the personal information which we collect, use and disclose is accurate, complete and up-to-date. If we are notified that the information we hold is not accurate, complete or up-to-date, we will take steps to ensure that it is corrected or the changes to the information are noted.

Do we allow access to and correction of personal information? – You have a right to request access to your personal information that we hold and request its correction. All requests should be directed to the Company Secretary (see details below).

Mackay Sugar will require you to verify your identity prior to providing or amending any personal information. Making a request is free. However, Mackay Sugar may charge a reasonable fee to cover the cost of locating, retrieving, reviewing and copying the material requested.

We will allow access or make the changes requested unless we consider the Privacy Act or another relevant law requires us to withhold the information, or not make the changes. If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal. If we refuse you access or to correct your personal information, you can make a complaint about this, by following the complaint procedures in this privacy policy (see details below).

What is our procedure for handling privacy enquiries and complaints? – Any questions, complaints or enquiries relating to our Privacy Policy, practices or procedures, including requests for access to personal information or amendments to information, should be directed to the Company Secretary:

By post: PO Box 5720, Mackay Mail Centre Qld 4741
By phone: 07 4953 8554
By email: p.gill@mkysugar.com.au

Mackay Sugar will investigate any complaint, and respond to you as soon as we can. We will try to do this within 10 working days of receiving your complaint. If this is not possible, we will contact you and let you know when we will respond to your complaint. We will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made.

Mackay Sugar takes any privacy complaint seriously and will deal with all complaints fairly and promptly. However, if you are not satisfied with our response to your complaint you can refer your complaint to the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

By post GPO Box 5218
Sydney NSW 1042
By phone: 1300 363 992
By email: enquiries@oaic.gov.au
TTY: 133 677 then ask for 1300 363 992

Jannik Olejas
CHIEF EXECUTIVE OFFICER

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More information

For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au