

PRIVACY POLICY STATEMENT

Cookies

Manassen Foods collects information from the site using "IP files".

When you visit the Manassen Foods website to read, browse or download information, our system will record/log your IP address (the address which identifies your computer on the internet and which is automatically recognised by our web server), date and time of your visit to our site, the pages viewed and any information downloaded. This information will only be used for the purpose of site analysis and to help us offer you improved online service. We may automatically collect non-personal information about you such as the type of internet browsers you use or the website from which you linked to our web sites. You cannot be identified from this information and it is only used to assist us in providing an effective service on our web sites.

Accessing and changing your personal information

Manassen Foods attempts to ensure that all personal information collected and stored in its database systems is correct and accurate.

You may at any time request access to the information we have collected from you and obtain a more in depth explanation about how the information is used by contacting Manassen Foods Privacy Officer by sending an email to privacyofficer@manassen.com.au with the subject line "Attention: Privacy Officer". We will endeavour to meet such requests at the earliest possible opportunity.

Of course, before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge. However, we may charge a reasonable fee if your request requires substantial effort on our part.

If at any time you wish to change personal information that is incorrect or wish to have your personal information deleted, please contact our Privacy Officer by sending an email to privacyofficer@manassen.com.au with the subject line "Attention: Privacy Officer". Unless personal information is required for administrative or legal reasons we will take all reasonable steps to meet such requests at the earliest possible opportunity.

Marketing Information

Unless you advise us in writing that you do not want us to do so, Manassen Foods may:

1. Use your personal information for the purpose of providing you with special offers you may find of interest, important changes to the functionality or content of our website, or information on new products or services to be offered by Manassen Foods Australia Pty Ltd's or our business partners; or
2. Provide your details to third parties who we partner with, for the purpose of providing you with offers for products, services or benefits.

Amendments to this Policy

Manassen Foods Australia Pty Ltd's may amend or update this privacy policy from time to time at its discretion by posting a new or revised privacy policy online. Please check back periodically for updated terms to this privacy policy.

More information

Further information about our privacy policy or the use and management of your personal information may be obtained by contacting our Privacy Officer by sending an email to privacyofficer@manassen.com.au with the subject line "Attention: Privacy Officer".

Complaints regarding a breach of this policy or the Privacy Act should also be addressed to the Privacy Officer as detailed above.

Manassen Foods Australia Pty Ltd is bound by the Privacy Act 1988 (Cth) (the Act) and is committed to customer service, including protecting your privacy. This privacy statement is provided to make you aware of how we collect, use, manage and protect your personal information and other information in accordance with the Act and the Australian Privacy Principles.

We collect, hold and use, information related to your commercial and consumer creditworthiness from the following credit reporting bodies for all purposes permitted by law:

1. **Dun & Bradstreet (Australia) Pty Ltd**

Website: www.dnb.com.au

Email: PACaustral@dnb.com.au

Public Access Centre telephone: 1300 734 806

Privacy Policy Client Services: 13 23 33B'

2. **Veda**

Website: www.veda.com.au/contact

Mail: PO Box 964 North Sydney NSW 2059

Telephone: 1300 921 621

Facsimile: (02) 9278 7333

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3. Creditor Watch

Website: www.creditorwatch.com.au

Mail: The Privacy Officer, Creditor Watch Limited, GPO Box 276, Sydney NSW 2001

Telephone: 02 8188 2025

We also disclose information to the above credit reporting bodies.

How we collect personal information

Personal information is gathered in many ways including, but not limited to:

- Directly from you e.g. when you complete a Commercial Credit Application Form;
- From the public domain; and
- From third parties such as our related companies, your own representatives (lawyers, accountants etc.) and credit reporting bodies.

If you choose not to provide personal information, we may not be able to provide you with credit account facilities or accept an individual as a guarantor in respect of the credit application.

Information we collect and hold

Personal information gathered by us may include your:

- Name;
- Date of birth;
- Phone/mobile number;
- Addresses (current and previous);
- Driver's licence number;
- Credit card and bank account details;
- E-mail address; and
- Bank account and Credit card details

How we hold your information

We may store your information in hard copy or electronic format, this information is stored at our premises. We take reasonable steps to maintain the security of your information and to protect it from unauthorised disclosures. Only authorised staff members have access to your information and from time to time we audit and review our systems including protocols for accessing information.

How we use your information

We may use your information for a range of different purposes, including:

- To verify your identity;
- To assess an application by you for credit;
- To assess whether to accept an individual as a guarantor of your credit facility;
- To conduct appropriate checks for credit-worthiness and for fraud;
- The fact that you have applied for credit and the amount;
- To exchange information with credit reporting bodies as to the status of this credit facility, both in respect of positive information (like payment information) and negative information (like defaults)
- To exchange information with other credit providers as to the status of this credit facility where you are in default with other credit providers;
- To assist you with enquiries or purchases;
- To provide products and services to you;
- To provide you with information about those products and services;
- To provide you with better customer service;
- To charge and bill you for products and services; and
- To collect any amounts that you may owe us.

How we disclose your personal information

We may give a credit reporting bodies' personal information about your credit application. The information which may be given to a credit reporting body includes:

- Your identity particulars;
- The fact that you have applied for credit and the amount;
- The fact that you have applied to be a guarantor for the credit facility;
- The fact that we are a current credit provider to you;
- Payments which become overdue more than 60 days and for which collection has commenced;
- Advice that payments are no longer overdue;
- That credit provided to you by us has been paid or otherwise discharged; and
- In specified circumstances that, in our opinion, you have committed a serious credit infringement.

We currently do not disclose your personal information to international recipients.

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How you can review your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. You can make a request to review and/or correct your personal information or ask us to stop using it by notification in writing. We may take steps to verify your identity before providing you access to your personal information; however, you can help us to maintain the accuracy of your information by notifying us of any change to your mailing address, phone number, or e-mail address.

Enforcement of this privacy statement

If you have questions regarding this privacy statement or our handling of your personal information, please contact the Privacy Officer via email: privacyofficer@manassen.com.au

Or in writing to:

Privacy Officer
P.O. Box 88
Horsley Park NSW 2175
Phone: 02 9421 3100

How you can lodge a complaint

If you are not satisfied with our handling of your complaint or otherwise think that we have complied with the Privacy Act 1988 (Cth), you can make a complaint by Contacting the National Privacy Commissioner.

Telephone: 1300 363 992. If calling from outside Australia call: + 61 2 9284 9749

Email: enquiries@oaic.gov.au

Facsimile: 02 9284 9666

Post: Sydney Office: GPO Box 5218 Sydney NSW 2001

Canberra Office: GPO Box 2999 Canberra ACT 2601

<https://forms.business.gov.au/aba/oaic/privacy-complaint>

Our Privacy Officer will acknowledge your query/complaint in writing within 7 days and we will aim to investigate and resolve the issue within 30 days of receiving your communication.

Changes to this privacy statement

We may occasionally update this privacy statement. If we do, the updated version will be available by contacting info.manassen.com.au or phoning (02) 9421 3100 and it will apply to all of your information held by us at the time.