

# AUSSTAR HOLDINGS INTERNATIONAL

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## PRIVACY STATEMENT

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AUSSTAR HOLDINGS INTERNATIONAL PTY LTD (ABN 63 605 622 026) (**AUSSTAR**) is committed to the privacy of all our customers and business contacts and suppliers and is committed to safeguarding any personal information provided to us.

1. Our Privacy Policy outlines how AUSSTAR will treat personal information about you that we collect when we are doing business with you.
2. Our Policy is compliant with the Australian Privacy Principles (APPs) for the fair handling of personal information as set out in the Privacy Act, 1988 (as amended).
3. AUSSTAR will update this Privacy Policy as required. If it is changed, the changes will be posted to our web site ([www.ausstar.com.au](http://www.ausstar.com.au)) so that you are always aware of the types of information collected, how the information may be used, and under what circumstances it may be disclosed by AUSSTAR. If you do not have access to our web site, an updated copy may be obtained by ringing our head office by telephone on (02) 9428 6800 or by requesting a copy by mail as per the address set out below.
4. In accordance with the APPs and AUSSTAR' Privacy Policy you will be given access to your personal information on request. If at any time AUSSTAR is required by law to release information about you and your organisation, AUSSTAR must co-operate accordingly to the extent allowed under the laws.
5. Our Privacy Policy does not apply to acts or practices of AUSSTAR that are directly related to employee records of current or former employees.

If you have any questions about our Privacy Policy, or if you have other privacy concerns, please contact:

Privacy Officer  
Ausstar Holdings International Pty Ltd  
Suite 5.04 Level 5, 15 Orion Road  
LANE COVE, NSW 2066  
Phone: 02 9428 16800  
Website: [www.ausstar.com.au](http://www.ausstar.com.au)

# PRIVACY POLICY

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AUSSTAR Aluminium Pty Ltd (ABN 63 605 622 026) (**AUSSTAR**) recognises the importance of protecting any personal information that we collect about our customers, suppliers and other persons with whom we deal with. This Privacy Policy outlines how AUSSTAR safeguards the privacy of your personal information (meaning any information or opinion about you or an individual who is reasonably identifiable) in compliance with the privacy laws. The scope of the principles set out in our Privacy Policy extends to any personal information you give to us through any agreement or arrangement.

AUSSTAR is subject to the Australian Privacy Principles for handling personal information contained in the Privacy Act 1988 (Cth). To find out more on the recent changes to the Privacy Act, visit the Office of the Australian Information Commissioner website.

Acts and practices of AUSSTAR which are directly related to the employee records of our current and former employees are exempt from the coverage of these principles and this Policy does not apply to them.

## Collection of your Personal Information

At AUSSTAR we only collect personal information from you, which is reasonably necessary for conducting our business, providing our products and services to you and meeting our legal obligations. We will ensure that we collect personal information about you only by lawful and fair means and that such information collected is reasonably necessary for us to provide our products and services.

You have the option of not identifying yourself, or use a pseudonym, when dealing with us when it is not impracticable for us to deal with you in the circumstances. We take reasonable steps to ensure that you know why we are collecting your personal information, what we use it for, to whom we disclose it and how you can access it to ensure its accuracy.

Where reasonable and practicable to do so, we will collect personal information about you directly from you. Our usual practice in collecting your personal information is through our meetings with you in person, or via other contact methods such as by telephone, facsimile, e-mail and mail, or when you transact or request further information about our products or services through our website.

Generally, we only collect personal information from our website when you provide it to us voluntarily. However, our website may collect non-personal information from your computer (e.g. the identity of your Internet browser, the type of operating system you use, your IP address and the domain name of your Internet service provider). We may also collect information regarding the pages within our network which you visit and what you click on.

We may utilise Cookies (i.e. data that a website transfers to an individual's hard drive for record-keeping purposes) to facilitate a user's ongoing access to and use of our website. Our service provider may allow us to track any user's usage patterns and to compile data that can help us to improve the content of our website and to achieve target advertising. If you do not want your information to be collected through the use of Cookies, there is a simple function in most browsers that allows you to disable the Cookies feature. However, please note that the use of Cookies may be necessary in order to display the full features of our website.

Our website may contain links to other websites. Please note that we are not responsible for the privacy policies on other websites and their use of your information. However, if these other websites share your personal information with us, we will ensure that the terms of this Privacy Policy apply to such information we receive from third parties. The type of personal information which we collect depends on the nature of your dealings with AUSSTAR, and we will ensure that the information we collect is reasonably necessary for conducting our business and providing products and services to you. The personal information we collect from you usually includes your name, address (home, business, e-mail) and contact numbers (telephone, mobile, facsimile) and in some instances, your financial details.

Occasionally, we may collect personal information about you from a third party such as organisations with whom you may have dealings with, an information service provider or from a publicly maintained record.

We will ensure that we take reasonable steps to notify you when we have collected your information and the circumstances of that collection.

## Use and Disclosure of your Personal Information

We will endeavour to only use and disclose personal information about you for the primary purpose for which we have collected it. The primary purpose of collection may relate to the provision of our products and services to you; obtaining services from you; or marketing our products and services to you. We may use personal information in aggregate from you and others to improve our products and services and make them more responsive to the needs of our customers. We may use this aggregated information for statistical compilation and analysis.

Sometimes it may be necessary to use or disclose your personal information for a secondary purpose, which is related to the primary purpose of collection, such as generating bills and reminder notices.

We do not sell personal information we collect to third parties. At times, we may disclose your information to our service providers and contractors to assist us to provide and market our products and services to you. We will obtain your express consent before your information is being shared to a third party. If we do this, we will use our best endeavours to require these parties to protect your information in the same way that we do. If you do not wish to receive any direct marketing materials, or if you would like to request us not to disclose your personal information to other organisations for the purposes of direct marketing, please advise the Privacy Officer.

## Maintaining your Personal Information

We take reasonable steps to make sure that the personal information which we collect, use or disclose is accurate, complete and up-to-date.

If you believe that the personal information we hold about you is inaccurate, incomplete and not up-to-date, please contact our Privacy Officer and we will take reasonable steps to amend the information if we agree with the change. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information which we hold, we will provide the reasons for our decision (unless it is unreasonable to do so) and the avenues to complain. If you request us to associate with that information a statement that you have an opposing view on the accuracy, completeness or currency of a record of your personal information, we will take reasonable steps to do so.

## Securing your Personal Information

AUSSTAR takes reasonable steps to protect the personal information which we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. If we no longer require the information we will take reasonable steps to destroy or de-identify the information. To protect your personal information, we have implemented physical, computer and network, communications and personnel security measures. However, please be aware that No data transmission over the Internet can currently be guaranteed to be totally secure.

## Access to your Personal Information

Subject to the exceptions outlined in the Privacy Act and the Australian Privacy Principles, you may gain access to the personal information that AUSSTAR holds about you by contacting our Privacy Officer. Within a reasonable period upon us receiving a request by you, we will take reasonable steps to notify you, in general, for what purposes, and how we collect, hold, use and disclose that information. We may not be able to provide you with access

to some historical information, if we are of the view that such a request for access is frivolous or vexatious.

We will deal with your request within a reasonable time. We may charge you a reasonable fee for retrieving your personal information and providing you with a copy of it.

If we deny you access to your personal information, we will provide reasons for our decision (unless it is unreasonable to do so) and the avenues to complain.

## Transfer of your Personal Information Overseas

We are unlikely to disclose your personal information overseas. It will only be transferred overseas with your consent.

In the unlikely event that we need to disclose your personal information to overseas recipients, we will notify you and we will take reasonable steps to ensure that the overseas recipients do not breach the relevant APPs when handling your information.

## Our Contact Details

If you would like to find out more about our management of personal information or our approach to privacy, or if you have a complaint regarding our handling of your personal information, please contact our Privacy Officer:

Ausstar Holdings International Pty Ltd  
Suite 5.04 Level 5, 15 Orion Road  
LANE COVE, NSW 2066  
Phone: 02 9428 16800  
Website: [www.ausstar.com.au](http://www.ausstar.com.au)

Privacy complaints about our acts or practices may be investigated by the Privacy Commissioner who has the power to make a determination including a declaration that the claimant is entitled to compensation.

## Disclaimer

AUSSTAR is not responsible for the privacy practices or the content of other websites that are linked to our website. We reserve the right to amend our Privacy Policy as and when it becomes necessary. We will issue notice about changes to the content of this Privacy Policy by publishing an updated version on our website.

*Updated January 2016*