



## Privacy Policy

Australian Sustainable Hardwoods Pty Ltd ACN 151 841 431 (**ASH, we, us, our**) is committed to providing quality services to you and being transparent in our dealings with you. This Privacy Policy outlines how we collect, hold, use, disclose and otherwise manage your personal information.

In collecting, holding, using, disclosing and otherwise managing your personal information, ASH will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (APPs) contained in the Privacy Act.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

### What is Personal Information and what kinds of personal information do we collect?

Personal information includes information or an opinion about an identified, or reasonably identifiable, individual.

During the provision of our products and/or services or as a result of our other interactions or dealings with you, ASH may collect your personal information.

The kinds of personal information we may collect will vary depending on our particular interaction or dealing with you. Generally speaking, the kinds of Personal Information we will collect may include:

- contact and identification information such as your name, address, telephone and email addresses;
- information about the business or company you are representing such as business name, address, telephone, ABN number;
- information regarding any building, construction or other similar project you undertake using our products;

- information regarding any warranty claim or after sales service request you make to us regarding our products;
- where you purchase any products from us:
  - information relevant to that transaction, such as the delivery address, any delivery instructions and payment/invoicing related information; and
  - information regarding your purchasing history with ASH or your other dealings with ASH in relation to our products.

We also collect internet/technology related information from visitors to our site or users of our other online services, including the referring URL, your IP address, which browser you used to come to the site, the country, state or province, pages of our site that you viewed during your visit and any search terms entered on our site.

ASH may also hold other kinds of Personal Information as permitted or required by law, other kinds of personal information that we notify you of at or about the time of collection or other types of personal information specific to a particular transaction or dealing with you.

## Sensitive Information

Generally, we do not collect sensitive information about individuals. Information about your health, racial or ethnic origin, political persuasions, criminal record and religious or philosophical beliefs are all examples of sensitive information. If we do need to collect sensitive information about you, we will only do so with your consent or where we are required to do so by law.

## Collection of Personal Information by ASH

Generally, ASH collects your personal information directly from you. For example, ASH may collect your personal information:

- where you purchase products from us or contact us regarding our products;
- where you contact us regarding products or other after sales services in respect of our products;
- where you use our websites or other online services or otherwise interact with us;
- if you post information to any of our social media sites; or
- where you attend an event organised or sponsored by us.

If you provide personal information about other individuals to us, you must ensure that you have informed those individuals that you are providing their personal information to us and that you have obtained their consent and advised them of our privacy policy.

In some circumstances we may receive personal information about you that we have not requested. If this occurs, we will comply with our obligations under the Privacy Act. You acknowledge that we may de-identify and/or destroy this information unless we are required to keep it by law.

## Collection of Personal Information - 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 personal information by third parties, for example:

- where you deal with us on behalf of an employer or other organisation, from that employer or other organisation;
- from media and publications; or
- from a publicly maintained record or other publicly available sources of information including social media and similar websites.

## Purposes for which personal information is collected, held, used and disclosed

We generally collect, hold, use and disclose your personal information for the purpose of supplying our products and related services, providing information about our products and related services, marketing our products, services, activities and operations and undertaking our related business activities. This may include collecting your personal information to:

- enable us to supply you with information you request from us;
- supply our products or services;
- undertake direct marketing (as detailed below);
- analyse information we collect so that we can administer, support, improve and develop our business and the products and services we offer; and
- comply with ASH's obligations under any applicable laws.

In addition to the purposes listed above, we may use your personal information for other purposes which we notify you of when we collect the information and for purposes otherwise permitted or required by law.

You have the option to deal with us anonymously or by using a pseudonym. However you acknowledge that where this is impractical (for example when you enter into a contract with us) or where the law or a court order provides otherwise, we are not required to provide these options to you.

Where personal information is used or disclosed, we take steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed.

You are under no obligation to provide your personal information to us. However, without certain information from you, we may not be able to provide products, services or information to you or may be limited in how we can interact with you.

## Direct marketing

We may also use and disclose your personal information in order to inform you of promotions, competitions, giveaways, events, products or services or ASH product information that may be of interest to you. If you do not wish to receive such communications, you can opt-out by contacting ASH via the contact details set out in this privacy policy or through the opt-out mechanism contained in a marketing communication to you.

## Disclosure of Personal Information

ASH will generally only disclose your personal information for a purpose set out in this privacy policy. This may include disclosing your personal information to:

- our internal staff, service providers and contractors that provide products or services to us (including our technology service providers, logistics or order fulfilment service providers or other business or administration service providers), and our professional advisors;
- relevant resellers in our distribution chain based on your location and information requirement;
- related companies of ASH;
- people or entities considering acquiring an interest in our business or assets;
- parties who invest in or acquire an equity interest in us; or
- other third parties where you consent to the use or disclosure.

ASH may also disclose your personal information for other purposes if we notify you of the disclosure at or about the time of collecting the information, we have otherwise received your consent or the disclosure is required or authorised by law.

If you post information or other content to public sections of our websites or to our social media sites, you acknowledge that the information or content may be viewed by the public and/or users of the relevant website or social media site.

## **Overseas disclosure of Personal Information**

Although rare, we may disclose personal information to our related entities, customers and trusted service providers located outside Australia, including in China, New Zealand and the United States. This may occur where it is reasonably necessary to respond to enquiries, facilitate business operations, supply products or services, or manage our relationships with customers and suppliers. Where we disclose personal information overseas, we do this with your permission and for the advancement of customer service. We take reasonable steps to ensure that the recipient handles the information in a manner consistent with Australian privacy laws, including by implementing appropriate contractual or other safeguards.

## **Links to other websites**

When you access our websites or other online services, we may provide as a convenience to you links to other websites, including sites operated by our partners, associates, or independent third parties. These links are provided as a convenience to you. Each website has its own privacy practices, as described in that site's privacy policy. Those practices may be different than the practices described in this privacy policy, and we encourage you to read each website's privacy policy carefully before you use or submit information to that site. Additionally, to the extent that you follow a link to a website operated by an independent third party, please be aware that we exercise no authority or control over that third party, and cannot and are not responsible for any information that you may submit to that site.

## **Security of Personal Information**

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

Your personal information will be kept on databases held on servers kept in a physically and technologically secured environment. Where personal information is held in hard copy, it will be held in controlled, access restricted premises which only authorised personnel or contractors will be permitted to access. We have in place procedures for training our employees about

privacy and personal information. We also have in place internal procedures to confirm general company compliance with this privacy policy.

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, unless we are otherwise required or authorised by law to retain the information.

## Access to your Personal Information

ASH takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading.

Under the Privacy Act, you have the right to seek access to and correction of the Personal Information we hold about you. If you wish to access your Personal Information, please contact us using the details below. ASH will grant access to the extent required or authorised by the Privacy Act or other laws and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

To obtain access to your Personal Information:

- you may have to provide proof of identity to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected;
- We request that you be reasonably specific about the information you require; and
- We may charge you a reasonable administration fee, which reflects and will not exceed the cost to ASH for providing access in accordance with your request.

We will endeavour to respond to your request to access or correct your Personal Information within 30 days from your request. If we refuse your request to access or correct your Personal Information, we will provide you with written reasons for the refusal and details of complaint mechanisms.

If you are dissatisfied with our refusal to grant access to, or correct, your Personal Information, you may make a complaint to the Office of the Australian Information Commissioner.

## Policy Updates

This Privacy Policy may be updated from time to time and is available on our website. It can otherwise be obtained by contacting us and requesting a copy.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**Australian Sustainable Hardwoods Pty Ltd,  
PO BOX 268, Weir Road, Heyfield, Victoria, 3858  
enquiries@ash.com.au**

**(03) 5139 7000**

We take all complaints regarding personal information seriously, and will work promptly to address them. Complaints are dealt with in a confidential manner and are separate to any obligations or commercial arrangements we may have with you.

ASH will acknowledge your complaint within 7 days of receipt and endeavour to resolve it within 30 days, unless ASH informs you otherwise and seeks your agreement in writing.

A representative of ASH will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event that you are dissatisfied with the outcome of your complaint, or an extension to the time in which ASH will resolve it, you may refer the complaint to the Office of the Australian Information Commissioner. The Information Commissioner may be contacted at [www.oaic.gov.au](http://www.oaic.gov.au) or by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).