



Privacy Policy

Introduction

Kelseal Rubber is committed to complying with Australian laws (including the National Privacy Principles) that govern the collection, storage and access to personal information collected by business.

The Privacy Amendment (Private Sector) Act 2000 defines "personal information" as "information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion".

Kelseal Rubber ensures that any personal information collected about an individual is managed in a way that safe guards privacy.

What personal information do we collect?

Kelseal Rubber collects personal information from customers, suppliers and other third parties for the primary purpose of providing our products to the market as requested.

This information is usually collected when:

- Requests for quotation are made;
- An individual speaks to us about our products over the telephone or in person;
- An individual sends us an email, fax or letter;
- Credit applications are made;

The type of personal information that we may collect about an individual is:

- Name;
- Mailing, street and email address;
- Place of work and occupation;
- Credit history;
- Product usage and application information.

There may be also occasions when we need to source personal information from a third party. For example, we may collect personal information from a credit reporting agency, trade references or from a government agency.

How do we use personal information?

Kelseal Rubber may use or disclose personal information held for the primary purpose for which it is collected. This includes:

- Sale of our product range;
- Research and development of new products in our range;
- Administering our business transactions with you.

We only disclose personal information held about you to a third party:

- Where you have consented to use or disclosure;
- Where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- Where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to relevant authorities.
- Where such use or disclosure is required under or authorised by law (for example, to comply with a



subpoena, a warrant or other order of a court or legal process);

- Where we reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings including any proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.

How do we store and secure personal information?

Kelseal Rubber has measures in place to protect against the loss, misuse or alteration of personal information under our control.

Personal information retained in paper form is stored in locked cabinets in secure alarmed rooms. Only employees who have been instructed in the requirements of our Privacy Policy are allowed access to this information.

Personal information retained in electronic form (for example, emails, electronic files or entries into our contacts database) is held on secure servers and back up copies kept in secure off site locations.

Information stored within our computer systems can only be accessed by those trained in the requirements of this Policy, and having computer network password approval.

No data transmission over the Internet can be guaranteed as fully secure. While we strive to protect personal information, we cannot guarantee the security of any information transmitted to or from Kelseal Rubber via the Internet and users do so at their own risk. Once we receive a transmission, we will make every effort to ensure its security on our systems.

Kelseal Rubber regularly reviews stored information as part of our Management Quality System, securely destroys this information when it is no longer required.

How can you access or correct personal information held by us?

You can request access to personal information we hold about you by contacting our Privacy Officer:

Mrs Susan Boland
Kelseal Rubber
4/78 Heathcote Road
Moorebank NSW 2170 Australia
Tel: + 61 2 96006342
Fax: + 61 2 96006615
Email: wlaston@kelseal.com.au

We will endeavour to process your request as quickly as possible. Depending on the nature of your request and the accessibility of the information, we will respond within five working days. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you.

Will your personal information be transferred overseas?

Kelseal Rubber will not transfer personal information that we have collected without the formal permission of our client.

What happens if you have a dispute about your personal information?

If you have a complaint about your privacy or you do not agree with a decision we have made about your request to access your personal information, we utilise the following dispute resolution procedure:

Step 1: Telephone our Privacy Officer. If we are unable to resolve the matter over the phone we will ask



KELSEAL Rubber

Unit 4, 78 Heathcote Road
Moorebank NSW 2170
ph. 9600 6342 fax. 9600 6615
web. www.kelsealrubber.com.au

you to put your request in writing.

Step 2: Write to us. You will be requested to send us full details of your complaint, including any supporting documents and evidence, and explain what you would like us to do.

Step 3: If you are not satisfied with the outcome, you may direct your written complaint to the Australian Federal Privacy Commissioner at the following address:

Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042
Australia.

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