

## **ASI Privacy Policy**

This Privacy Policy applies to the operations of Australian Seafood Industries within Australia, and explains how we manage personal information. We safeguard your privacy and the confidentiality of your personal information and are bound by the Australian Privacy Principles which are set out in the *Privacy Act 1988* (Cth) (the **Act**). All ASI employees are bound by confidentiality agreements and must comply with the policy below.

### **Kinds of personal information we collect and hold**

Personal information is any information or an opinion about you, or which could reasonably be used to identify you. Personal information we may collect from you includes:

Types of personal information we generally collect may include:

- your name, address and contact details;
- details about your business, such as order information.
- if you apply to work for us, your past employment, qualifications, residency status and proof of identity.

### **How personal information is collected and held**

In most cases we will collect personal information directly from you. We will obtain your consent to collect sensitive information, unless we are required or permitted by law to collect it without your consent.

Your personal information is recorded in our computer systems, databases and paper records and held in secure environments. We may utilise our related bodies corporate, agents and third party suppliers for data storage services.

### **Purposes for collecting, holding, using and disclosing personal information**

We only collect personal information where it is reasonably necessary for one or more of our functions or activities, such as issuing, administering and managing communications and invoices.

### **How we use and disclose your personal information**

We will only use or disclose your personal information in ways that you would reasonably expect, including collection of outstanding invoices. We will request your consent for any other purpose which you would not reasonably expect.

You may opt out of general communications such as receiving our newsletter at any time.

### **Who we may disclose your personal information to and why**

We, or our authorised agent, may disclose your personal information to:

- any person authorised by you;
- a mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of our records);
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to us);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between us and you or between us and a third party);

Personal information about you may also be collected from the above people or organisations.

### **How you can contact us or make a complaint**

If you would like more information about how we manage your personal information, wish to request access to or correction of your personal information, or if you have a complaint, please contact us and we will make every effort to resolve your complaint or refer you to our independent dispute resolution processes.