

# GNS Group of Companies Incorporating



A.B.N. 96 254 361 926



A.B.N. 96 254 361 926



A.B.N. 79 607 132 942



A.B.N. 31 623 039 387

## Privacy Policy

**GNS Trading Trust A.B.N. 96 254 361 926; Arakella Pty Ltd A.B.N. 29 003 907 319; SATEX Distributors A.B.N. 79 607 132 942; FEC Holdco A.B.N 31 623 039 387**

The privacy of your personal information is afforded the highest level of importance by the Company. We are bound by the *Privacy Act 1988 (CTH)* and the *Australian Privacy Principles (APP's)* set out in this Act regarding the manner in which we handle your personal information and how we respond to your requests to access and correct it. This document sets out our information handling procedures and the rights and obligations that both you and we have in relation to your personal information.

### **What is personal information**

Personal information is any information relating to an individual that identifies them or by which their identity can reasonably be ascertained.

### **How we collect information**

We primarily collect information about you through correspondence we engage in with you, for example, through Credit Application Forms, telephone conversations and emails. We also collect information from sources that are publicly available such as websites, journals and phone listings.

Sometimes personal information about our customers may be obtained from a source other than the individual. Some examples are:

- from sales agents and distributors who have direct contact with you on our behalf.
- where we obtain a credit report about an individual from a credit reporting body, that we use from time to time, in the course of assessing an account application;
- where an individual is an officer of a company that has applied for credit terms with us, we may obtain information about the officer from public records or from other officers of the company who arrange the company's credit account application:

### **Purpose of collection of your personal information**

The main purposes for which we collect, hold, use and disclose personal information are:

- to create orders
- answering queries, resolving issues and responding to social media
- to provide you with services you have requested from us
- promoting GNS, including through events, public relations and social media
- requirements under law or regulations, or for other purposes explained at the time of collection

### **How we secure your information**

- GNS takes reasonable measures to ensure your personal information is protected from unauthorised access, loss, misuse, disclosure or alteration.
- we hold all personal information in a secure manner in our electronic database or in physical documents.
- we restrict access to personal information to staff that may use the information to perform their tasks.
- our staff follow strict information handling procedures.

## **Your right to access your information**

You may request access to, or correction to your information at any time by sending a written request to the Company. Depending on the amount of information requested we may charge an access fee to cover the cost of retrieving and supplying the information.

## **You may correct your information**

If your personal information is out of date or incorrect, you may inform us of this and we will correct it.

## **Your right to lodge a complaint**

If an individual believes that there has been a breach of privacy by us, they are entitled to lodge a complaint by contacting us:

- By emailing [apply@gnswholesale.com.au](mailto:apply@gnswholesale.com.au)
- By telephone 1300 789 862
- If you disagree with our decision, you may refer your complaint to the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au), calling 1300 363 992 or by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **How we disclose your information**

Normally we will only disclose information for a purpose that is related to the product or service provided. This may include disclosures to organisations that provide us with professional services, such as solicitors, accountants, business advisors, and debt collection agencies.

## **Promotional Information**

From time to time we may use personal information to advise you of promotional information, products or services, that we and its suppliers may offer. We may also send information on the status of your account. If the law requires us to provide an individual with this information we will provide that information even if an individual has elected not to receive the information.

## **Updating our privacy policy from time to time**

Due to changing business circumstances we may need to update our privacy policy from time to time. If we do we will endeavour to ensure that your overall level of privacy protection is not diminished and will publish the changes on our website. Any actions that we have taken before the change will continue to be regulated by the privacy policy that existed before the changes were made.

## **Further information**

Further information about the Privacy law and the Australian Privacy Principles is available from the Office of the Australian Information Privacy Commissioner's website [www.oaic.gov.au](http://www.oaic.gov.au) or on 1300 363 992.