

PRIVACY POLICY

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1 Introduction

- 1.1 Gordon Brothers Industries Pty Ltd (ABN 54 160 126 456) is committed to protecting your privacy and the confidentiality of the personal information that we collect in the course of running our business.
- 1.2 This policy explains how Gordon Brothers Industries Pty Ltd and its related companies (**Gordon Brothers, we, us and our**) collect, use and disclose personal information. Among other things, it describes:
- what information we collect and why we collect it;
 - how we use the information that we collect (including to whom we may disclose it); and
 - how you may contact us if you have any questions about the information that we hold.
- 1.3 Where applicable, Gordon Brothers will handle personal information relying on the related bodies corporate exemption and the employee records exemption in the Privacy Act and any other applicable exemptions in the Privacy Act or other legislation.
- 1.4 We may update this policy from time to time. When we do so, we will post the new policy on this page. We encourage you to check our Privacy Policy whenever you visit this site for any updates or changes.

2 Key terms within this Privacy Policy

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information or opinion is true and whether or not the information or opinion is recorded in a material form.

Privacy Act means the *Privacy Act 1988* (Cth).

3 What types of personal information does Gordon Brothers collect?

- 3.1 The types of information we collect depend largely on the circumstances in which the information is collected, some key examples of which are set out below.
- If you are a supplier to, or customer of (or you work for a supplier to, or customer of) Gordon Brothers we may collect contact details including your name, address, email address and phone number. We may also collect information about your personal interests and preferences.
 - When you use our websites, we may collect website usage information such as the internet protocol (IP) address you are using, the name of your internet service provider, your browser version, the website that referred you to us and the next website you go to, the pages you request, the date and time of those requests and the country you are in.
 - If you apply for employment with Gordon Brothers, in addition to the information referred to above, we may also collect information for the purpose of considering your application including your qualifications and resume as well as reference information from your nominated referees.
 - If you are an individual contractor to Gordon Brothers (either engaged directly by us or engaged through a labour hire company), in addition to the information referred to above, we may also collect information relevant to your engagement with Gordon Brothers including qualifications, resume, reference information from your nominated referees, bank details, feedback from supervisors and training records.

- 3.2 In addition to the types of personal information identified above, Gordon Brothers may collect personal information as otherwise permitted or required by law.

4 How do we collect your personal information?

Gordon Brothers collects personal information in a number of ways. The most common ways we collect your personal information are:

- directly from you when you provide it to us or our agents or contractors;
- via our websites or when you deal with us online (including through our social media pages);
- if you are an individual contractor to Gordon Brothers, from your employer or a recruitment agency;
- from third parties (for example, from referees if you apply for a position as an employee or contractor with us); and
- from our related companies.

5 For what purposes do we collect, use and disclose your personal information?

- 5.1 Broadly speaking, we use the personal information we collect to provide and improve our products and services. Some examples of how we use your personal information include:

- to provide or promote our products and services to you or your organisation (including for example by phone, mail, email, SMS or targeted digital marketing);
- to inform you about upcoming events, special promotions or offers which Gordon Brothers believes may be of interest to you;
- to contact you to obtain your feedback, to find out your level of satisfaction with our products and services and for other market research activities;
- to consider you for a job at Gordon Brothers (whether as an employee or contractor) or other relationships with us;
- to process a credit application for an organisation you are associated with (e.g. a company of which you are a director).

- 5.2 In addition to the purposes listed above, Gordon Brothers may use your personal information for other purposes which will be made clear to you at the time we collect that information, or for other purposes permitted or required by law.

- 5.3 Please contact us using the contact details below if you wish to unsubscribe from our direct marketing.

6 What happens if you don't provide personal information?

Generally, you have no obligation to provide any personal information requested by us. However, if you choose not to provide certain personal information we may not be able to provide you with the products and services that you require.

7 To whom do we disclose personal information?

- 7.1 We may disclose your personal information to third parties in connection with the purposes described above. We may also disclose your personal information where we are required or authorised to do so by law.

- 7.2 This may include disclosing your personal information to the following types of third parties:

- our related companies;

- our contractors and other third parties that provide goods and services to us (including for example IT service providers, HR-related service providers and marketing and promotions agencies);
- companies that may use your personal information in order to tailor electronic advertising to you (e.g. on a webpage) in relation to our products and services;
- our accountants, insurers, lawyers, auditors and other professional advisers;
- if you are an individual contractor to Gordon Brothers, to your employer or agency;
- in the unlikely event that we or our assets may be acquired or considered for acquisition by a third party, that third party and its advisors; and
- credit reporting agencies.

7.3 We take reasonable steps to ensure that these third parties are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

7.4 If you post information to public parts of our websites or social media pages, you acknowledge that such information (including your personal information) may be available to be viewed by the public. You should use discretion in deciding what information you upload to such sites.

8 Does personal information leave Australia?

8.1 Some of the third parties to whom we disclose personal information may be located outside Australia. Where this is the case (unless a relevant exception applies under the Privacy Act) we take reasonable steps to ensure that your personal information will not be held, used or disclosed by such third party in a way that is inconsistent with the principles contained in the Privacy Act.

8.2 These overseas third parties typically provide data-storage related services, and are located in countries such as the USA.

9 How do we protect personal information?

9.1 Gordon Brothers takes reasonable steps to ensure that the personal information we collect from you is held securely and protected from misuse and unauthorised access or disclosure.

9.2 Unfortunately, we cannot and do not guarantee that unauthorised access to your personal information will not occur. Accordingly, where consistent with applicable legislation, any personal information you provide to Gordon Brothers will be at your own risk (even if we are negligent). Nothing in this Privacy Policy restricts, excludes or modifies or purports to restrict, exclude or modify any rights you have under the Privacy Act or any statutory consumer rights under any applicable law including the Competition and Consumer Act 2010 (Cth). If you do become aware of a breach of security in relation to your personal information, please contact us.

10 Links, cookies and use of Gordon Brothers websites

10.1 Gordon Brothers websites may contain links to other sites. This Privacy Policy applies to our websites and not any linked sites which are not operated or controlled by Gordon Brothers. We encourage you to read the privacy policies of each website that collects your personal information.

10.2 Gordon Brothers uses “cookies” and similar technology on its websites. The use of such technologies is an industry standard, and helps us monitor the effectiveness of our advertising and how visitors use our websites. We use such technologies to generate statistics, measure your activity, improve the usefulness of our communications and enhance the user experience.

- 10.3 If you prefer not to receive cookies you can adjust your Internet browser to refuse cookies or to warn you when cookies are being used. However, our websites may not function properly or optimally if cookies have been turned off.
- 10.4 Each time you access one of our websites we may deliver certain customised information, including ads and marketing campaigns, to you based on the data stored in your cookie. Third party vendors may show our ads and marketing campaigns on sites on the internet and serve these ads and marketing campaigns based on a user's prior visits to our website and other internet activity. Gordon Brothers may also use analytics data supplied by third party vendors to inform and optimise our ad and marketing campaigns.

11 How can you access and correct personal information we hold about you?

- 11.1 You have a right to access your personal information that we hold, subject to some exceptions allowed by law. If you would like to access that personal information, please contact us. We may require that the person requesting access provide suitable identification and, in certain circumstances, we may charge a fee for providing access to your personal information.
- 11.2 We try to maintain your personal information as accurately as reasonably possible. We rely on the accuracy of personal information as provided to us both directly (from you) and indirectly. We encourage you to contact us if the personal information we hold about you is incorrect or to notify us of a change in your personal information.

12 Queries, comments and complaints about our handling of personal information

- 12.1 If you have any questions, comments or complaints about our collection, use or disclosure of personal information, or if you believe that we have not complied with this Privacy Policy or the Privacy Act, please contact us.
- 12.2 When contacting us please provide as much detail as possible in relation to your question, comment or complaint. Gordon Brothers will take any privacy complaint seriously and we will endeavour to respond to you within 30 days. If you are not satisfied with the outcome, you may wish to contact the Office of the Australian Information Commissioner (click [here](#) for information).

13 How can you contact us?

- 13.1 If you have any questions in relation to privacy or the steps that Gordon Brothers has taken to protect your personal information, please contact us on 03 9389 6666 between 9am and 5pm (Melbourne time), Monday to Friday (except public holidays).
- 13.2 Alternatively, you can contact us at info@gordonbrothers.com.au or by writing to us at:

Privacy Officer
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Brunswick, Victoria, 3056
Australia