

PRINGLES AG PLUS Pty Ltd

INFORMATION HANDLING STATEMENT - PROTECTING YOUR PRIVACY

OUR PRIVACY ASSURANCE TO YOU.

At Pringles Ag Plus Pty Ltd your privacy is important to us. We comply with the National Privacy Principles (new privacy laws which apply from 21 December 2001).

This statement explains the types of information that we keep on record and how we may use that information. It also provides some detail about your privacy rights along with our general rights and obligations and our policy in relation to how we collect, maintain, use and disclose your personal information. When you enter an agreement for Pringles to supply products or services, register for warranty purposes or provide personal information in writing to Pringles, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with the privacy statement and consent and this statement.

WHAT INFORMATION DOES PRINGLES HOLD?

The types of information we ask for will depend on the type of product or service requested by you. Generally, we keep a record of one or more of the following types of information about you:

- *Information that identifies you, such as your name and address and other information provided by you and people nominated by you;

- *Information about which product or service you have acquired from Pringles Ag Plus Pty Ltd.

All information sought is required for our business purposes, which are detailed generally in this statement and more specifically in our application forms. We do not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary for our business purposes. If we do have to collect sensitive information, we will do so in accordance with the National Privacy Principles. Sometimes we act as an agent for others when collecting information about you. We will tell you when we do this. During the course of our relationship with you, we may gather information about you relating to any products and services that we provide to you. This information is used to help us form views about how we can improve our relationship with you.

HOW PRINGLES COLLECT YOUR INFORMATION

Generally, we only collect personal information about you from you, unless it is not reasonable or practical for us to do so or you consent. For example, you may authorise us to collect information from a third party, like your employer to confirm your income details, or we may engage an agent to collect information on our behalf, or you may be named as a guarantor, referee or beneficiary in another application for one of our products or services. We may also collect information about you from a publicly available source such as ASIC or land title registries.

HOW MAY PRINGLES USE YOUR PERSONAL INFORMATION?

We use your personal information to:

- *Help us process your acquisition of our products or services
- *Record warranty details and provide warranty service relating to the products and services you have acquired from Pringles
- *Effectively manage and administer all products and services we provide to you
- *Ensure our internal business operations are running smoothly which may include fulfilling legal requirements and conducting confidential systems maintenance and testing
- *Assist us develop our products and services and for us to inform you of those products and services so that we can improve our relationship with you.

Any form used to collect your information may give more specific details about the way we use your information.

WHAT RIGHTS DOES PRINGLES HAVE TO DISCLOSE PERSONAL INFORMATION?

Depending on the product or service that we provide to you, if it is necessary we may disclose your personal information to: Any organisation which you request us to or any persons acting on your behalf, including your financial adviser, broker, solicitor, or accountant - unless you tell us not to. Additionally, we will disclose information if we are required by law to do so or if the law allows us to do so. For example, we may give your account or finance details to a court if we are ordered to do so under a subpoena. We may also disclose your information if you consent to us doing so. For example we may pass your details onto another service provider if you consent to us doing so. Usually we must get your consent before we tell anyone about you. You can give us your consent expressly or it may be implied by your conduct. We may at other times give you more details about our disclosure practices in relation to specific products or services - for example on the forms we use to collect personal information about you.

HOW PRINGLES PROTECTS THE SECURITY OF YOUR INFORMATION

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information which is held by us. For example, your personal information is stored in secured office premises, in electronic databases requiring logins and passwords for access and/or at one of our secured warehouses. Access to information stored electronically is restricted to staff whose job purpose requires access. We require all staff to maintain the confidentiality of customer information. Any visitor, for any purpose, to any part of our premises in which customer personal information is kept is required to be accompanied by a member of staff while in the premises. We use secure methods to destroy or de-identify any personal information as soon as the law permits, provided the information is no longer needed by us for any purpose. Ordinarily, for information about a particular transaction, we destroy the information seven years from the date the transaction is completed.

CHANGES TO OUR PRIVACY STATEMENT

We may amend this statement from time to time. Not all changes to our privacy statement will require your consent, for example where office security procedures are changed. We will notify you of any change to our information handling policy that requires your consent before the change is implemented.

WHAT ARE YOUR RIGHTS?

You need not give us any of the personal information about you or any other person which may be requested in our communications with you. However, without that information, we may not be able to enter into any agreement with you for the supply of products or services by Pringles, provide warranty service to you, fulfil any other request by you or provide you with an appropriate level of service.

MARKETING OPT-OUT

If you do not want the benefit of receiving information, special offers or exclusive opportunities about products and services (which may be supplied by us or preferred suppliers) which we think may be of interest or value to you, then please tell us. You can do this at any time by either writing to us or telephoning us at the contact details listed at the back of this brochure.

ACCESS TO YOUR INFORMATION

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days for a straightforward request. More time may be needed, depending on the nature and detail of your request. There is no fee for requesting access to your information, however we may charge you the reasonable cost of processing, and producing the results of, your request (for example, reasonable photocopying costs and, depending on the level of access required, reasonable administrative costs). Sometimes we are not required to provide you with access - for example, if we consider your request is vexatious or when giving you access would have an unreasonable impact on the privacy of another person or if the law says we can deny access. If we refuse you access to your personal information, we will tell you the reason why. If we are not required to provide you with access to the information requested, we will consider, if reasonable, whether the use of a mutually agreed intermediary would allow sufficient access to meet your needs and ours.

CORRECTION OF INFORMATION

We try to ensure that all information we hold about you which we collect, use or disclose is accurate, complete and up to date. Please notify us promptly if there are any changes to your personal information. You may ask us at any time to correct personal information held by us about you which you believe is incorrect or out of date. We will deal with your request within a reasonable time. If we disagree as to the accuracy of the information, you may request that we attach a statement to that information noting that you consider it is not accurate, complete or up to date.

CONTACTING US

If you have any questions, concerns or complaints about our privacy policy or practices, please contact us at:

Privacy Officer
Pringles Ag Plus Pty Ltd
1 Barns St
Wudinna SA 5652
Telephone 08 86802236
Fax 08 86802391
E-mail: wudinna@pringlesagplus.com.au

FURTHER INFORMATION

We will try to answer any questions you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If we do not resolve a complaint to your satisfaction, you also have the right to complain to the Australian Privacy Commissioner. We will provide you with their contact details if required.