

SUPPLY CHAIN OPTIMISATION SOLUTIONS PTY. LTD. – PRIVACY POLICY

Supply Chain Optimisation Solutions Pty. Ltd. is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website (www.supplychainoptimisationsolutions.com), from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information directly from you, and if it is material of a type which you would reasonably expected to receive from us. We do not use sensitive Personal Information in direct marketing activity. You may unsubscribe from our mailing / marketing lists at any time via the means provided by such material or by contacting us as set out below.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. The security of your data is important to us, but no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a reasonable period of time, as determined by us in accordance with our data retention policies and applicable laws and regulations. Our data retention policies take into account the nature of the personal information, the purposes for which it is collected, the legal and regulatory requirements that apply to our business, and the need to dispose of personal information in a secure manner when it is no longer needed for the purposes for which it was collected.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions, such as:

- where access or correction would interfere with the privacy rights of others,
- or where the personal information is subject to legal privilege or confidentiality obligations.

If you wish to access your Personal Information, please contact us as set out below.

Supply Chain Optimisation Solutions Pty. Ltd. will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This policy may change from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us:

- via our website: www.supplychainoptimisationsolutions.com, or
- by email: info@supplychainoptimisationsolutions.com