

PRIVACY POLICY



Our Privacy Commitment

Mort & Co is a cattle lot feeding business producing grain-fed cattle, meat and fertiliser products for customers in Australia and overseas. To do this we need to collect, store, use and disclose a variety of information.

Privacy is important to us. Therefore, we are committed to protecting your privacy by keeping your information safe and all data secure. We comply with the Australian Privacy Principles found in the *Privacy Act 1988* (Cth).

Our Privacy Policy

Our Privacy Policy explains how we collect, use and protect your information. It applies to all the businesses in the Mort & Co Group.

This policy replaces previous versions and came into effect on 1 March 2018. We may need to update it in the future. When we do, the updated version will be available on our website (www.mortco.com.au) and, for employees, on our human resources site (<https://my.enablehr.com.au/login>).

Our Privacy Policy may be downloaded in PDF format at: www.mortco.com.au.

What information do we collect?

The types of information we collect depends on your relationship with us. It differs depending on whether you are a shareholder, customer, supplier, employee, job applicant or referee. It may include sensitive information.

Customers: We collect and hold personal information about individuals that may include your name, address, email address, telephone number and the place and type of your business. When assessing a new individual's credit application, we may collect credit references. For individuals who are existing customers, we may your payment history if you are an existing customer.

Suppliers: We collect and hold personal information about individuals that may include your name, address, email address, contact telephone number and information about the goods or services that you supply.

Job Seekers: We collect and hold information including your name, address, email address, contact telephone number, gender, age, qualifications, employment history, references and details of referees. We may also collect and store other sensitive information.

Referees: We collect and hold information about you if a job seeker uses you as a referee when applying for a position with us. The information will include your name, contact details, employment position and professional opinion of the candidate.

Employees: This can include straightforward information like your name, date of birth, contact details (including address, email address, phone number or mobile telephone number), occupation, driver's licence number, and financial information (such as you tax file number, bank account number and superannuation fund details). We may also collect and store other sensitive information such as biometrics (e.g. facial recognition).

NOTE: The handling of your personal information that is directly related to your current or former employment with us or your employee records (if any) is exempt from the rules of the *Privacy Act 1988* (Cth). That means we do not have to comply with those rules when handling your employee record for something that is directly related to your employment relationship with us. We do not have to grant you access to your employee record under the *Privacy Act 1988* (Cth).

Sensitive information: Examples include information or an opinion about a person's racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a trade union, sexual orientation, criminal history, health, genetic and biometric information. We will only collect sensitive information where you consent to the collection of the information. Sensitive information is only collected where it is reasonably necessary for one or more of our functions or activities. Under applicable laws, such as the *Privacy Act 1988* (Cth), we are subject to strict requirements in relation to sensitive information.

You might also need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to have informed those individuals that you are giving their personal information to us and to have advised them about this statement.



How do we collect your information?

There are four ways that we can collect your information.

Directly

1. You give it to us when you, or your representatives, interact with us. This may be through simple means such as a telephone call, email, through our Company website, an application or a form. It might happen when you set up a customer account with us to buy our products. It may occur when we set you up as a supplier to whom we'll make payments. It may be when you apply for a job with us, when you start or during your employment with us.
2. We collect information via technology. This may be through lawful surveillance means, such as surveillance cameras at our sites. These capture images of both visitors and employees. Employee biometric data is also captured for identification purposes and used in our facial recognition system.

Indirectly

3. There may be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We collect information from our industry networks. This may be from industry organisations, such as the Meat and Livestock Authority ("MLA"). It could be via referrals from other customers, suppliers or employees, with whom you have interacted.
4. We obtain information from outside sources like credit reports, marketing mailing lists, publicly available information (e.g. from the internet or social media sites) and commercially available information. This can also include information gained from our third-party partners if you deal with them. These partners include our commercial partners, credit checking bodies and retail or other customers and suppliers.

Unless it is reasonable not to, we will tell you about such collection after it occurs.

How do we keep your information?

We may store your information in hard copy or electronic format. All information is stored in secure facilities.

Customers/Suppliers/Shareholders: Information is stored in either hard copy or electronic form. Hard copy is filed in secure facilities at Head Office. Electronic information is stored in stand-alone systems located at each of our sites and Head Office. Data is backed-up daily and stored in a secure facility each night.

Employees/Job Seekers: All personal and other information related to your job application or employment is securely stored on-site and at Head Office in both hard copy and electronic form. Employees may access their personal information via our enableHR site at <https://my.enablehr.com.au/login>

We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures. We use a combination of the latest industry standard technical solutions, security controls and internal processes to help us protect your information and our internal network from unauthorised access and disclosure.

How do we use your information?

We may use and disclose your personal information for a wide range of purposes including:

Business/Service Management - Your information helps us to ensure our business relationship with you is mutually rewarding. For example, we may need your personal details for verification, payment, billing or payroll purposes. We also need to communicate with you to provide you with a high standard of service that meets your needs. Having your up to date contact information helps us enhance this process for both you and us.

Research/Improvement - We're constantly working to maintain and improve our products and to develop new ones. We use the information we collect to help us do this in several ways. For example, to monitor the quality of our meat products and analysing trends in the market. Whenever possible, information used for research or improvement purposes is de-identified prior to use.

Direct Marketing - We want to make sure that you know about all our products and special offers that are relevant and are of interest to you. So, we may use the information we hold to market and promote them directly to you. We will only use or disclose sensitive information about you for direct marketing purposes, if you have consented to that use or disclosure. To opt out of Direct Marketing, see the [How to contact us](#) section below.

Recruitment & Selection – We review and retain personal information provided by you within a resume, cover letter or email. We gather this information to assess your job application. We do not retain personal information of unsuccessful job applicants for



longer than is necessary. Some examples of information collected could include: educational level, qualifications & licensing, work history, experience and referees.

Employee Management – We may review and record personal information about you during your employment with us. This information could be in regard to employee engagement, training, safety hazards/incidents, team and/or supervisor discussions, performance reviews, investigations and end of employment. We may also use your biometric data for identification purposes and in our facial recognition system.

Compliance - There are several circumstances where we are required to collect, use or disclose employee information to comply with Australian law. These include collection of information for taxation, superannuation and certification purposes.

When do we share your information?

Our managers, supervisors or other employees may access your personal information when there is a legitimate work-related purpose. We may share your personal information with our related entities or affiliated organisations, to facilitate our and their internal business processes. We do not share personal information with overseas recipients and are not likely to disclose it overseas in any other circumstances.

Customers/Suppliers: We may share your information with other organisations, who provide services to us, to assist us with providing our products and operating our business. These services may include:

- banking services;
- transport and shipping;
- credit insurance brokerage; and
- information technology,

and the service providers may not be required to comply with our privacy policy.

Shareholders/Employees: We may also disclose your information to:

- your authorised representatives or advisers, or others (e.g. your tax agent, bank, or other credit provider) when you ask us to do so;
- our superannuation clearing house, to enable payment to your superannuation fund;
- police and national security agencies, plus other government and regulatory authorities, when required or authorised to do so by law; and
- others who assist us in managing or developing our business. For example, as an employee, we may give some of your details to a staff training organisation so you can participate in training activities.

How you can access or correct your personal information?

It's important that you make sure the personal information we hold for you is accurate, up-to-date and complete. You can access the personal information we hold about you, or ask that your personal information be corrected by written request. If any of your details change, or you would like a copy of your personal information held by us, you can contact our Privacy Officer using the details in the [How to contact us](#) section below. We can then consider and respond to your request within a reasonable time. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act 1988 (Cth), and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.



How you can make a privacy complaint?

A privacy complaint must first be made to us directly, in writing. To do this, lodge your complaint with our Privacy Officer using the contact details found in the [How to contact us](#) section, below.

We will acknowledge your complaint in writing as soon as practicable within 7 days. We will aim to investigate and resolve your complaint within 30 days of receiving it. If we need more time, we will notify you about the reasons for the delay and indicate a new estimate time frame.

We hope that we will be able to resolve your complaint without needing to involve third parties. If we cannot resolve your complaint you may, lastly, lodge the complaint with the Australian Information Commissioner (www.oaic.gov.au).

How to contact us

If you have any questions about our Privacy Policy, our management of your information, to get a copy of this statement sent to you, or to lodge a privacy complaint, please contact the Privacy Officer.

Privacy Officer – Contact Details

Postal Address: The Privacy Officer
Mort & Co Ltd
PO Box 758
Toowoomba QLD 4350

Telephone: 07 4639 6049

Email: privacy@mortco.com.au

OPTING OUT – If you do not wish to receive any future Direct Marketing contact from us, you may opt out by leaving a message on our website: www.mortco.com.au/contact-us



Head Office

Ph: (07) 4639 6049

99 Herries Street

PO Box 758

Toowoomba QLD 4350

mortco.com.au

