

Privacy Policy

1. General Policy

Samex Australian Meat Co Pty Ltd ABN 15 008 006 602 (SAM) is committed to providing a secure, confidential and compliant client experience. In our business, SAM collects, holds, uses and discloses personal information. This policy outlines our ongoing obligations to you in respect of how we manage your personal information.

SAM respects the privacy of our individuals and 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 www.oaic.gov.au.

2. Types of Personal Information Collected

Personal Information is information or an opinion about an identified individual or an individual who is reasonably identifiable. In our business, SAM interacts with a broad range of individuals and a typical interaction includes the collection of your contact details. This will include but is not limited to name, address, email address, and telephone number. Each interaction with SAM will however vary with the relationship you have with SAM.

Common examples of what we collect include:

- (a) As a purchaser of goods, we will collect your payment instructions and credit card details;
- (b) As a supplier, we will collect details of your business operation, experience and professional references; and
- (c) As a prospective employee we may collect a copy of your CV and application letter.

At all times, the SAM team member collecting the personal information will make you aware of the information that SAM needs to collect. Where appropriate and where possible, we will endeavour explain to you the reasons why we are collecting the information and how we plan to use it.

You may request your interactions with SAM to be anonymous or to be conducted with the use of pseudonym. This is likely to apply to general interactions with SAM but may need to be waived in the event where it is not reasonably practicable to remain anonymous.

3. Method of Collection of Personal Information

Personal Information is collected in a number of ways, including, but not limited to telephone and facsimile correspondence, by email, via our website www.samex.com.au, from your website, from media and publications, from sales documents and from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

Every time you visit our website or disclose information to any of our staff members, you consent to the collection of the relevant personal information. You do not have to disclose your information but non-disclosure may affect what products or services we are able to deliver.

4. Why we hold and use your Personal Information

SAM will collect your Personal Information for the primary purpose of providing our services to you. Those services that SAM provides are namely the purchase and sale of products and any provision of related services. In the public forum, we may also use personal information to communicate with our clients through our marketing program. In the private sphere, it is possible that an interaction would discuss the creditworthiness of our customers and suppliers.

Predominantly however, the collection of your personal information enables SAM to:

- (a) Provide products and services at the request of our customers;
- (b) Interact and communicate with all potential customers, stakeholders;
- (c) Market our products to those on our marketing list; and
- (d) Engage in the business of exporting generally.

In the ordinary course of business, SAM may also use your personal information for a secondary purpose closely related to the primary purpose. These circumstances will be limited to those where you would reasonably expect such use or disclosure.

5. Access and Correction to Personal Information

It is important to SAM 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.

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

SAM 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.

6. Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

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 minimum of 7 years.

7. Sensitive Information

In the ordinary course of business, SAM will not generally collect any sensitive information as defined in the Privacy Act.

Sensitive Information under the Privacy Act definition includes:

- (a) racial or ethnic origin;
- (b) political, religious or philosophical beliefs ;
- (c) Trade union or professional body memberships;
- (d) Sexual preferences;
- (e) Criminal record; and/or;
- (f) Health, genetic or biometric information.

SAM will only request and use sensitive information where required by law and with your consent. Sensitive information will only be used for the purpose for which it was provided and if we ask you to provide sensitive information we will explain the reasons why.

Generally, SAM will only disclose your personal information when either authorised by law or with your express or implied consent. There may be instances where SAM

discloses your personal information to related entities, service providers and/or advisers in the ordinary course of business.

SAM has related entities, offices, agents and representatives that are located in a number of overseas destinations. Your personal information may be disclosed in these locations in countries such as United States of America, China and Egypt.

8. Personal Information

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

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

9. Third Party Disclosure

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.

10. Policy Updates

This Policy may change from time to time however the most current copy of the Privacy Policy will always be available on our website.

11. How to make a Complaint

If you have any queries or wish to make a complaint about a breach of the Privacy Act 1988, SAM can be contacted on:

Samex Australian Meat Company
128 Gilbert St
Adelaide SA 5000
E: samex@samex.com.au
Ph: +61 8 8413 8000

Your complaint will be dealt with confidentially by the SAM Privacy Officer who will complete an investigation and undertake to resolve your complaint.

If you are not satisfied with our response you may make a complaint to the Privacy Commissioner by visiting the OAIC website at <http://www.oaic.gov.au> or by calling the OAIC Enquiries Line on 1300 363 992.