

PRIVACY POLICY

INTRODUCTION

This policy applies to Bennett's Petroleum Supplies Pty Ltd (ABN 71 009 508 285 / ACN 009 508 285). In this policy, Bennett's Petroleum Supplies Pty Ltd (BPS) is interchangeably referred to as "BPS", "our," "we" or "us).

PURPOSE

Your privacy is important to BPS, and we are committed to handling your personal information in accordance with the applicable legislation and this policy. This policy outlines how BPS manages the personal information we hold about our customers, potential customers, contractors, suppliers and others. BPS is bound by the Australian Privacy Principles (AAPs) contained in the Privacy Act 1988 (Cth) ("Privacy Act").

Our Credit Policy provides further detail about how we manage credit-related personal information that we collect and use in our business.

PERSONAL INFORMATION

Under the Privacy Act, and throughout this policy, "personal information" is information or an opinion relating to an individual which can be used to identify that individual. In this policy, where we refer to "you" or "your", we are referring specifically to natural persons as opposed to other entities such as partnerships, trusts and companies.

Part I of this policy details how BPS manages personal information generally.

Part II of this policy provides specific details about how BPS manages credit-related personal information.

Part III of this policy sets out how BPS protects personal information and credit-related personal information, and how you may seek access to or correction of, or make a complaint about, that information.

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PART I - MANAGEMENT OF PERSONAL INFORMATION

COLLECTING PERSONAL INFORMATION

The main way in which BPS collects personal information is through hardcopy forms or through forms provided on BPS's website pages, wi-fi hotspot, or other electronic means (such as e-mail). BPS may also collect personal information through diary notes of telephone calls made to BPS, in face-to-face meetings and in interviews.

BPS may collect personal information from third parties, such as from referees in the case of prospective employees, your representatives (including your legal adviser, executor, or administrator), trade references in the case of credit applications and with Credit Reporting Agencies for the purposes of credit assessments.

TYPES OF INFORMATION BPS COLLECTS

The personal information BPS may collect about you is dependent upon your relationship with BPS. Set out below are examples of the types of personal information BPS may collect from individuals. This list is not exhaustive.

(a) Employment context:

(i) Pre-employment

- application forms - name, addresses, telephone numbers
- resume details - which will usually include details such as an individual's name, address, telephone numbers, academic qualifications, employment history, referees and reference checking
- details of identification documents, such as your passport, for the purpose of conducting pre-employment background checks
- information regarding your right to work in Australia
- pre-employment medical, psychological and drug testing (with the prospective employee's consent)
- information provided by employment agencies
- criminal record checks.

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(ii) Employment

- employment application forms
- personal details including name, address and telephone numbers
- bank account details (for salary/wages)
- tax file number details (for salary and superannuation)
- Superannuation nominated fund member details.

(b) Customers and Tenants

- contact details - including names, addresses, telephone numbers
- financial details including banking details - for payments (where applicable)
- record keeping with BPS customer service representatives and BPS employees, including the collection of personal information to assist with queries
- competitions and contests - BPS may use the personal information collected from competitions and contests (for example, the contestant's name and address) to market its products to the contestants. Where BPS intends to do this, it will advise the contestant of this in the competition's terms and conditions.

(c) Suppliers and Service Providers

- contact details - including names, addresses, telephone numbers
- owner/shareholder details
- financial details - including bank account details
- other personal information of employees of the suppliers that may be required to enable BPS to run necessary background checks or to confirm qualifications. This may include details of identification documents and licences, memberships or certifications.

(d) Shareholders contact details for share register purposes - including names, addresses, number of shares held:

- financial details - including tax file number and bank account details
- shareholder registry - BPS is required to maintain a register of shareholders under the Corporations Act 2001 (Cth).

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(e) Independent Operators and Resellers of our products and services

BPS collects a range of personal information about directors, shareholders, partners, trustees or principals of the businesses that enter various types of reselling and similar arrangements with BPS to support BPS's commercial activities related to business-to-business initiatives. This may include the following categories of personal information:

- contact details, such as name, address, telephone number, email address
- financial details, including bank account details for payment, and details of personal assets and liabilities
- results of background checks that BPS may need to run, such as:
 - good character and criminal background checks, which may include national police checks; anti-money laundering/counter terrorism financing rules global screening checks; and criminal watch list checks
 - credit file authentication checks
 - public record checks
 - bankruptcy records checks (including at an international level)
 - land titles checks
 - civil litigation checks
- information confirming identity
- information regarding entitlement to work in Australia.

SENSITIVE INFORMATION

Sensitive information is a special category of personal information, such as health information, criminal record information, or information about your trade union memberships, race, sexual orientation, or religious beliefs. As you can see from the above section, BPS may collect some sensitive information about you in certain circumstances. However, BPS will only collect such information with your prior consent, unless we are permitted or required by law to do so without your consent.

BPS USE AND DISCLOSURE OF PERSONAL INFORMATION

Subject to the exceptions set out in the Privacy Act (for example, the disclosure of personal information when required by law), BPS will only use and/or disclose your personal information for:

- a) the primary purpose for which it is collected
- b) a related purpose, where you would reasonably expect that it would be used and/or disclosed without your further consent

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- c) other purposes, where you have consented to the relevant use or disclosure.

Generally, BPS will only disclose your personal information internally and/or to third parties for one of the purposes referred to above.

The third parties to whom BPS may disclose your personal information will depend on the specific circumstances of each case, but generally include service providers that support BPS in operating its business and fall within the following categories:

(a) Recruitment and employment context:

- recruitment agencies and platform providers: to assist BPS with recruitment activities, including for pre-employment and ongoing background screening where required in the role
- superannuation funds: in connection with payment of superannuation contributions
- payroll administration services providers: to process payment of wages and other employment-related entitlements to you
- insurers and their agents: to enable insurers to process employee disability and death claims as well as workers compensation claims
- medical specialists or allied health professionals: including to determine fitness for work and to discharge BPS's work health and safety obligations
- other technology service providers: that provide and support BPS's employment-related systems and platforms.

(b) Generally, in a commercial context:

- third party service providers:
 - companies that assist with BPS's marketing activities, competitions and promotions, which may include Meta and Google
 - technology service providers that assist BPS with various business activities and functions. For example, these include vendors that:
 - provide customer relationship management systems, billing and operational management systems to us; and/or

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- assist BPS with ensuring the security of BPS's computer network, mobile applications and payment processing is maintained
 - billing and mailing houses
 - professional advisors, auditors and insurers
 - merchant facility providers
- credit reporting agencies: please refer to our Credit Policy and Credit Application Terms and Conditions for further detail
- debt collection and recovery agencies, including law firms, that assist BPS to recover overdue debt
- regulators.

BPS may also share your personal information to meet legal or regulatory obligations, or in connection with law enforcement activities, such as assisting police investigations.

MARKETING MATERIAL

BPS may use your personal information for marketing its products and services via various channels (mail, email, SMS, social media, apps, and other electronic means), in compliance with privacy laws. You can opt out of marketing communications at any time without penalty by contacting BPS Marketing and Development Manager or using unsubscribe options, but some service-related messages (e.g., password resets) are still required for service functionality purposes.

DISCLOSING PERSONAL INFORMATION OVERSEAS

BPS may transfer information about you between countries if required for a relevant purpose described above. BPS may disclose your personal information to the following overseas recipients:

- (a) other companies or individuals who assist us in providing services or who perform functions on their behalf (such as third-party service providers, specialist consultants)
- (b) anyone else to whom you authorise us to disclose it
- (c) anyone else where authorised by law.

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PART II – MANAGEMENT OF CREDIT-RELATED INFORMATION

TYPES OF CREDIT-RELATED INFORMATION BPS COLLECTS

BPS collects credit-related personal information in connection with applications for credit, which are applications for commercial credit for business purposes. Examples of the types of credit-related personal information BPS may collect and hold include:

- identity particulars of individuals associated with the applicant for credit, including contact name, address, date of birth, phone numbers, employer and drivers licence number. This information is mainly collected about the directors, partners, trustees or principals of the business, but some personal information may also be collected about others in that business (such as the account management staff or a guarantor where deemed necessary by BPS)
- financial information relating to directors, partners, trustees or sole traders, and any person who acts, or proposes to act, as a guarantor
- historical insolvency information of directors, partners, trustees, sole traders or managers associated with a business applying for credit
- consumer credit information of directors, partners, trustees or sole traders, anyone acting or proposing to act as a guarantor applying for credit. This information is obtained from credit reporting bodies where BPS believes it is necessary to assess the credit worthiness of the applicant applying for credit, including guarantors
- a record that we have made a request with a credit reporting body for credit related information
- where an application for commercial credit is made by a sole trader, and we have made a request with a credit reporting body in connection with such an application, the type and amount of credit that has been applied for.

Please refer to our [Credit Policy](#) and [Credit Application Terms and Conditions](#) for further detail.

PURPOSE OF COLLECTING CREDIT-RELATED PERSONAL INFORMATION

Personal information provided to BPS in connection with an application for credit is principally used to assess that application and for the ongoing management of a credit account in the name of the applicant (if the application is successful), and otherwise as permitted by law. This may involve one or more of the following:

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- assessing the credit worthiness of the applicant, or individuals associated with the applicant (in the case of a business applying for commercial credit) where that is deemed necessary by BPS, including obtaining both consumer and commercial credit reports from credit reporting bodies
- disclosing personal information to credit reporting bodies before, during or after the granting of credit to the applicant, including but not limited to identity particulars (as outlined above), payment defaults of individuals and serious credit infringements (mainly in relation to guarantors)
- obtaining and verifying personal information from a motor vehicle or land title registry or from a business that provides credit worthiness information
- providing to or exchanging personal information with any person whose name is given to BPS in connection with an application for credit
- exchanging personal information with another credit provider who is named in an application for credit or in a credit report issued by a credit reporting body, or a credit provider who proposes to provide credit to an applicant, principally for (but not limited to) the following purposes:
 - assisting an account holder from defaulting on its credit obligations
 - assessing an account holder's position if it falls into arrears
 - notifying other credit providers of if an account holder defaults
 - disclosing personal information to BPS's collection agents in the event of a default.

Please refer to our [Credit Policy](#) and [Credit Application Terms and Conditions](#) for further detail.

DISCLOSING CREDIT-RELATED PERSONAL INFORMATION

BPS discloses credit-related personal information to third parties in the circumstances and for the purposes described above, including to credit reporting bodies. Credit reporting bodies may include credit-related personal information in reports provided to credit providers to assist them to assess an individual's credit worthiness. BPS may share credit-related personal information with registered credit reporting providers.

Please refer to our [Credit Application Terms and Conditions](#) and [Credit Policy](#) for further information.

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YOUR RIGHTS IN RELATION TO CREDIT REPORTING PROVIDERS

(a) Opting out of direct marketing pre-screenings - a credit reporting body may use your credit- related personal information to assist a credit provider to market to you by pre-screening you for direct marketing by the credit provider. You have the right under the Privacy Act to request a credit reporting body to exclude you from such a direct marketing pre-screening by contacting that credit reporting body.

(b) If you are a victim of fraud - if you reasonably believe you have been, or are likely to be, a victim of fraud (including identity fraud), you have a right to request a credit reporting body not to use or disclose any credit-related personal information held by that body about you for a minimum of 21 days (referred to as a "ban period"). BPS reserves the right to delay or refuse any application for credit where it reasonably believes it requires credit-related personal information about an individual but is unable to obtain such information because a ban period is in effect for that individual.

PART III – PROTECTION, ACCESS, CORRECTION AND COMPLAINTS

In this part, the term 'personal information' includes credit-related personal information. BPS stores personal information in a range of paper-based and electronic forms.

PROTECTING PERSONAL INFORMATION

a) Paper security - where personal information is stored in physical form, BPS may use a variety of mechanisms to protect the security and integrity of such information, which might include:

- maintaining hard copies of personal information in locked storage and limiting access to employees who require it for legitimate business purposes
- using other access control measures such as keyed access, security alarms and surveillance cameras to deter and detect unauthorised access.

(b) Computer and network security - BPS adopts several security measures to protect information from unauthorised access to its computer systems which include:

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- access control for authorised users such as usernames and passwords
- limiting access to shared network drives to authorised staff
- virus checking
- specialised IT support to deal with security risks.

(c) Communications security - transmission of personal information may involve insecure telecommunications lines. Security of such transmissions is enhanced by:

- PIN numbers and passwords required for some telephone and internet transmissions
- identity checking before disclosing any personal information
- encryption of data for high-risk transmissions.

Personal information held by BPS may be kept in secure archival storage. Typically, BPS will securely destroy or de-identify personal information seven years after collection, unless it is required to retain it for a longer period due to the original purpose for which it was collected, such as credit applications for active accounts.

ACCESSING YOUR PERSONAL INFORMATION

If you want to access your personal information held by BPS, please put your request in writing and clearly identify the personal information to which you seek access. This is important to ensure that the information can be retrieved quickly and cost effectively.

All requests for access must be addressed to BPS's Customer Enquiries (see contact details below).

Depending on the circumstances and where not prohibited by law from doing so, BPS reserves the right to charge you a reasonable administrative fee in connection with your request to access personal information. For example, BPS's reasonable administrative costs might include:

- reasonable staff costs in locating and collating the information
- reasonable reproduction or photocopying costs
- reasonable costs involved in having someone explain the information to you.

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If a fee is charged for providing access, you will be advised of the likely cost in advance.

In some instances, BPS may not release the personal information. For example, if the information reveals the details of a commercially sensitive decision-making process, then BPS may decide to give you an explanation of the commercially-sensitive decision rather than direct access to the information.

INACCURATE PERSONAL INFORMATION

BPS will take reasonable steps to ensure that personal information is accurate and up to date. You should notify BPS if your personal information changes. If BPS considers it inappropriate to delete or modify the original information, it will work with you to identify alternative ways to correct the information that meet the needs of both parties.

MAKING A COMPLAINT

If you wish to make a complaint to BPS about a possible breach of privacy, please provide full details of your complaint to us in writing to BPS's Customer Enquiries (see contact details below).

If you are not happy with how BPS has handled your complaint, you may then contact the Office of the Australian Information Commissioner.

POLICY UPDATES

BPS may amend this Privacy Policy from time to time to consider new laws and technology, changes to BPS's operations and practices, and the changing business environment. The most current version of this policy is located on the BPS Website: www.bennettspetrol.com.au or a copy can be obtained by contacting BPS's Customer Enquiries (see contact details below).

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CONTACT DETAILS

If you would like more information concerning BPS's approach to privacy or have any concerns above how BPS handles your personal information you can contact BPS's Executive Assistant using the following contact details:

Post:

Customer Enquiries
Bennett's Petroleum Supplies Pty Ltd
PO Box 436
Moonah TAS 7009

Online:

Website enquiry form: <https://www.bennettspetrol.com.au/contact/>

Email: enquiries@bennettspetrol.com.au

Phone:

Bennett's Petroleum Supplies Pty Ltd Head Office: (03) 6242 8200

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