



A Better Class of Oil

PRIVACY POLICY

1. Purpose

Penrite Oil is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection/receipt to use and disclosure, storage, accessibility and disposal. Under the Privacy Act, and throughout this Policy, "Personal Information" is information or an opinion, whether true or not, and whether recorded in a material form or not, from which your identity is apparent or can reasonably be ascertained.

2. What Personal Information we collect from you

The type of Personal Information collected by us may differ depending on whether you are or would like to become a client or supplier, or because you work for us.

The Personal Information we collect is what is required for us to be able to provide you with our products, to manage and administer the provision of our products to you and for purposes related to these purposes where you would reasonably expect that it be used (such as for improving our services).

The types of Personal Information we may collect from you directly include your:

- name;
- address;
- email address;
- user name;
- telephone number;
- credit card or other payment information; and
- any other person information you voluntarily provide to us.

The Privacy Act also protects your 'sensitive information'. Sensitive information includes information about your racial or ethnic origin, professional or trade association membership, where that information is capable of identifying an individual or could reasonably be ascertained from that information. Penrite Oil will not collect sensitive information about an individual unless the information is reasonably necessary and the individual has consented, or such collection is required or authorised by law.

We destroy or permanently de-identify your Personal Information when it is no longer necessary for its purpose and we are not required by law to keep it.

3. How do we collect your Personal Information?

We will collect your Personal Information in a number of ways including:

- From you when you provide us with this information by telephone or by completing an online enquiry through our website, application forms, customer service satisfaction surveys, contracts or any other document provided by you to us;
- From third parties such as credit reporting agencies;
- From publicly available sources of information; and
- From our own records.



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Through our website we can obtain your Personal Information if you send such information in an email or when you complete an on-line enquiry. When you look at our website, we may make a record of your visit. The following information may be logged for statistical purposes:

- Your internet protocol address;
- The date and time of your visit to our site;
- The pages that you have accessed or downloaded; and
- The type of browser you were using.

Tracking technologies such as cookies may be used on our website to recognise a user's browser each time that user visits our website. Cookies are pieces of information that a website transfers to a computer's hard disk for record keep purposes. Most web browsers are set to accept tracking technologies such as cookies. These tracking technologies do not purposefully identify the user. If you do not wish to receive any cookies you may set your browser to refuse them. However, your use of our website may be affected.

Please note that our website does not provide systems for secure transmission of Personal Information across the Internet except where otherwise indicated. You should be aware that there are inherent risks in transferring Personal Information over the Internet and that we accept no responsibility for Personal Information provided in unsecured websites.

4. Use and disclosure of your Personal Information

We use your Personal Information for purposes that relate to:

- Providing you with our products;
- Managing and administering the provision of our products;
- Providing quality assurance for our products;
- Responding to your enquiries and feedback regarding our business, our products;
- Monitoring performance of our business and our employees and subcontractors;
- Marketing, promotional and educational activities;
- Enforcing the terms and conditions of engagement with you; and
- The management of our database.

Your Personal Information may be shared between Penrite and its related entities.

Normally we will not disclose your Personal Information to third parties unless:

- You have previously consented or agreed to such disclosure;
- It is necessary to provide you with the goods requested and such disclosure is made on a confidential basis;
- It is required by law or required for co-operation with any government authority; or
- It is necessary for the purpose mentioned above.

We will not sell, rent or trade your Personal Information without your prior consent where that consent is required by law. You do however consent to our use and disclosure of your Personal Information incidental to a sale of our business to a third party or where we outsource duties including database management to an external service provider for the purpose of rendering the required services.

5. Your consent

You consent to your Personal Information being used in accordance with this Privacy Policy by making enquiries via telephone or by visiting our website or participating in an on-line enquiry. We will endeavour not to use or disclose your Personal Information in a way, which is unreasonably contrary to your expectations.

If you would prefer that we not use your Personal Information in any way set out in this Privacy Policy please contact us. However, you should be aware that if you do not consent to certain uses and disclosures of your Personal Information, we may not be able to provide our products to you.



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6. Quality of your Personal Information

We rely upon the accuracy of your Personal Information to provide our products to you. To assist us with this, please contact us immediately if any of your Personal Information ceases to be current.

Similarly, if for any reason you believe that the information we have about you is not accurate and complete, you may contact Rodney Jarvis on rjarvis@penriteoil.com or 1300 736 748 to request that certain information be corrected. Where Penrite Oil does not agree to amend personal information held about you, Penrite Oil will provide you with reasons for its decision and details of how you may make a complaint about Penrite Oil's decision.

7. Access to Personal Information

You may request to access the Personal Information that we hold about you upon written request. Penrite Oil will allow access (or partial access) unless it considers that there is a sound reason under the Privacy Act or other relevant law to withhold the information. If your request for access is not granted, we will explain our reasons in writing to you and provide you with details of how you may make a complaint about our decision. Penrite Oil will respond to your request in a reasonable period of time.

A nominal fee may apply to enable us to recover the reasonable costs of making such information available to you.

8. Security of your Personal Information

We regard the security of your Personal Information as paramount. To this end, we take all reasonable steps to protect your Personal Information from loss, misuse, unauthorised access, modification or disclosure. Personal information is stored either electronically or in hard copy and appropriate information security measures are in place to protect this information.

Only authorised people within our organisation are entitled to access your Personal Information for approved purposes.

9. Changes to our Privacy Policy

From time to time we may decide to amend or update this Privacy Policy. When this occurs we will post the new version of the Privacy Policy on our website. We encourage you to periodically view this Privacy Policy so that you remain informed as to how we are protecting your Personal Information.

10. How to contact us

Should you have any queries or concerns in relation to our information handling practices, or if you wish to discuss any aspect of this policy, please do not hesitate to contact our Privacy Officer Anna Dobson on 1300 736 748 or fax us on 1800 736 748.

You may also write to us at:
Anna Dobson
Penrite Oil Company Pty Ltd
110 Greens Road
Dandenong South Vic 3175