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## 1. Introduction

Your privacy is important to us. Eton Irrigation (ACN 131 034 985) is committed to protecting your privacy and complying with our obligations in the Australian Privacy Principles under the Privacy Act 1988 (Cth).

## 2. Collecting Personal Information

Eton Irrigation collects the personal information it needs to provide services to its customers, personalise such services to meet its customers' needs, provide information to its customers and to the community and to comply with the law. If an individual chooses not to provide certain personal information, we may not be able to provide the individual with the services or information they require.

The following are the main types of personal information collected by us and the main purposes for which it is collected.

### **Customer, water allocation holder, supplier, contractor and offeror information**

Eton Irrigation collects information about individuals who are, or are engaged by, its customers, water allocation holders, suppliers, contractors, dealers, related companies and agents. This includes information about land owners.

We use this information to supply services, provide information about services and for business operations generally.

### **Information relating to employees, contractors and job applicants**

When an individual applies for a job or contract with Eton Irrigation, we may collect information from the individual and relevant background information from the individual's previous employers. We may use this information to make employment decisions.

### **Information from individuals who contact Eton Irrigation**

An individual may choose to provide us with personal information. For example, when an individual makes an enquiry using our website. We may use this information in order to assist the individual with his or her query or request.

### **Information as required or permitted by law**

Eton Irrigation may also collect information about an individual as required or permitted by law.

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## 3. How personal information is used

In addition to the uses described above, the personal information you provide to Eton Irrigation may be used:

1. in accordance with your written consent;
2. for a number of purposes connected with our business operations, which include (without limitation), the following:
  - Identifying you to assist with easier subscription to our website services.
  - Processing your orders or applications.
  - Providing you with products and/or services requested.
  - Dealing with requests, enquiries or complaints and other customer care related activities.
  - Helping us to better understand your needs.
  - Publishing prices and volumes traded via the site to provide information to water markets.
3. otherwise as permitted or required by law.

## 4. Sharing your personal information

Eton Irrigation may disclose or receive personal information about you with the following parties:

- Our employees, suppliers, service providers, contractors, professional advisors, dealers, agents and related companies for purposes that are related to providing you with a service that would be reasonably expected.
- Anyone to whom Eton Irrigation's assets or business (or any part of it) is transferred or offered to be transferred.
- Emergency services and other entities such as disaster management groups who provide assistance during an emergency event.
- Government agencies responsible for the investigation or resolution of disputes or complaints concerning use of our services.
- As otherwise permitted or required by law.

We take reasonable steps to ensure such persons and organisations are bound to protect the privacy of that personal information.

## 5. Security

We are committed to protecting the information you provide us.

## 6. Access and correction and complaints handling

We take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, and up-to-date. If you wish to access or update your personal information, please contact our Privacy Contact Officer on Tel. 07 4977 5840.

When you request access, we may need to take measures to verify your identity. If you wish to make a complaint about the way we have handled your personal information you may do so to our Privacy Contact Officer in writing/ If you consider that we have failed to resolve the complaint satisfactorily, you can make a complaint to the Office of the Australian Information Commissioner.

## 7. Credit Reporting

We may provide credit as stipulated in the Privacy Act to our customers in connection with the supply of goods and services.

## 8. Contact details

If you have further queries or would like more information about our privacy and security practices, please contact our General Manager on Tel. 07 4977 5840.