



Australian Paper

a member of the Nippon Paper Group

Paper Australia Pty Ltd
307 Ferntree Gully Road Locked Bag 87
Mt Waverley Victoria 3149 Australia
Telephone +61 3 8540 2300
Facsimile +61 3 8540 2280
ABN 63 061 583 533
www.australianpaper.com.au

Australian Paper Privacy Policy

1. Purpose

Paper Australia Pty Ltd ABN 63 061 583 533 (*Australian Paper*) is committed to complying with the privacy laws of Australia. In Australia these are set out in the Privacy Act 1988 (*the Act*), which contains the Australian Privacy Principles (*APPs*), and any relevant privacy codes.

See <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>.

Australian Paper understands that personal information may only be used by Australian Paper in limited circumstances. Personal information concerning employees is confidential and will only be used for purposes for which the information is relevant.

This Policy outlines the circumstances surrounding the management of personal information in accordance with Australian privacy laws.

2. Commencement of Policy

This Policy applies from 12 March 2014. It replaces all other privacy and disclosure of personal information policies of Australian Paper.

3. Application of Policy

This Policy applies to all Australian Paper's dealings with individuals, including employees (past and present) and prospective employees of Australian Paper. This Policy does not form part of any employee's contract of employment.

4. What is Personal Information?

4.1. **Personal information** is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not (i.e. digitally or hard copy).

4.2. Sensitive information is a special category of personal information and includes information or an opinion about a person's health, race or ethnic origin, political or religious beliefs, membership of a trade union or association, criminal record, sexual orientation and genetic and 'biometric' information.

4.3. Australian Paper will only collect a person's sensitive information where it is reasonably necessary for one or more of Australian Paper's functions or activities and with the person's consent.

5. Collection of personal information

5.1. Kinds of personal information Australian Paper collects and holds¹

The kinds of personal information that Australian Paper collects will depend upon the dealings the relevant individual may have with Australian Paper. Australian Paper may collect and hold information about:

- purchasers or potential purchasers of Australian Paper's products (for example, in the ordinary course of dealings, in relation to credit applications and sales and marketing and promotional activities);
- suppliers (for example, when establishing records and systems to enable payment for goods or services);
- job applicants (for the purposes of employment);
- individuals as contractors (for example, when establishing records and systems to enable payment for services);
- other individuals who may come into contact with Australian Paper.

The kinds of personal information may include, but are not limited to:

- information that identifies the individual (for example, name, address, contact details);
- information about the individual's financial position (creditworthiness);
- information about the individual that is required or authorised by law;
- where the individual is an employee or prospective employee or contractor, their date of birth, tax file number, employment history, references, educational qualifications, dependants, driver's licence, passport details, residency or visa status etc;
- the individual's opinion about Australian Paper's products, services or staff.

5.2. How Australian Paper collects and holds personal information²

Whenever it is reasonable and practical to do so, Australian Paper will only collect personal information directly from an individual. In some circumstances, however, it may be unsolicited.

Australian Paper will take reasonable steps to inform an individual before, or at the time it collects personal information or, if this is not practicable, as soon as practicable after collection that it has obtained their personal information, unless it is obvious from the circumstances of its collection (for example, exchanging business cards at a trade function). The individual whose personal information has been obtained by Australian Paper should be advised of the following:

¹ APP1.4(a)

² APP1.4(b) & 4

- Australian Paper's identity and contact details including their title, telephone number and email address of a contact who handles enquiries and requests relating to the Act;
- the facts and circumstances of the collection;
- whether the collection is required or authorised by law;
- the purposes of collection;
- the consequences if personal information is not collected;
- how and to whom else Australian Paper may disclose that personal information;
- information about Australian Paper's Privacy Policy, including an individual's right to access and seek correction of personal information held by Australian Paper relating to them; and
- whether Australian Paper is likely to disclose personal information to overseas recipients, and if practicable, the countries where they are located (see 5.5 below).³

To the extent practicable, Australian Paper will provide individuals with the option of not identifying themselves or of using a pseudonym when dealing with Australian Paper.⁴ In the case of unsolicited information, this will generally be destroyed or de-identified unless Australian Paper could have validly solicited the information and kept it. Australian Paper will not adopt or use a government related identifier (eg, TFN, Medicare number) of an individual unless it is permitted to do so by law.⁵

5.3. Credit Information

Australian Paper may obtain information that has a bearing on: an individual's eligibility to be provided with credit; or their history in relation to credit; or their capacity to repay credit (all, 'credit information') directly from an individual or from a Credit Reporting Body (CRB) in connection with an application for commercial credit or provision of a guarantee relating to such an application.

Australian Paper will only do so where an individual has consented to the disclosure of that information.⁶

Where Australian Paper obtains such credit information, it will only use that information for the credit guarantee purpose; or internal management purposes of Australian Paper that are directly related to the provision or management of any credit by it or for debt collection purposes.⁷

Australian Paper will take such steps (if any) as are reasonable in the circumstances to ensure that the credit information it collects is accurate, up-to-date and complete. When it no longer needs it for the purpose for which it was collected, Australian Paper will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de identified.⁸

The rights of individuals to access that information are set out in section 11.2 below. Otherwise, the provisions of this policy as they relate to personal information will generally also apply to credit information in relation to an individual.

³ APP 5.1 & 5.2 - the Privacy Commissioner has published guidelines on this.

⁴ APP 2

⁵ APP 9.1

⁶ Schedule 2, section 20F

⁷ Schedule 2, section 21H and 21M

⁸ Schedule 2, section 2

5.4. Purposes for which Australian Paper collects personal information⁹

Australian Paper only collects personal information which is reasonably necessary for its dealings with the relevant individual in the course of Australian Paper's business, unless there is a need to collect such information in accordance with the Act or to comply with any other legislation.

5.5. Storage/location of personal information¹⁰

Australian Paper may disclose personal information to those overseas recipients for data storage and processing. It may also disclose personal information, particularly of employees, as part of personnel management and reporting to regional operations in Australia, New Zealand, and Japan.

Australian Paper utilises security measures to protect sensitive data and personal information in all of its operations.

Australian Paper will take such steps as are reasonable to ensure that overseas recipients of an individual's personal information comply with the APPs in relation to that information.¹¹

Where that is not the case, Australian Paper will expressly advise the individual that, if he or she consents to the disclosure of their personal information to an overseas recipient, it may not be covered by the APPs.¹² Such advice will be made before Australian Paper obtains any such consent and, if consent is not given, disclosure will not be made to that overseas recipient unless Australian Paper is otherwise permitted to do so on other grounds as set out in APP 8.

If the individual consents to the disclosure to an overseas recipient and they handle the personal information in breach of the APPs:

- Australian Paper will not be accountable under the Act; and
- the individual will not be able to seek redress under the Act.

Individuals should be aware that the overseas recipient may be subject to a foreign law that could compel the disclosure of personal information to a third party, such as an overseas authority.

6. Use and Disclosure of Personal Information¹³

Australian Paper's policy is only to use personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected.

Australian Paper may also use or disclose the information collected for any other related purpose for which the individual would reasonably expect it to be used.

Australian Paper will not use personal information for the purpose of direct marketing without an individual's express or inferred consent and only where Australian Paper has provided a simple means by which the individual may easily request not to receive direct marketing communications from us (and the individual has not made such a request).¹⁴ Note that the *Spam Act 2003* and *Do Not Call Register Act 2006* continue to apply.

⁹ APP 1.4(c)

¹⁰ APP 1.4(b), (f) & (g), 5.2(j)

¹¹ APP8.1

¹² APP 8.2(b)

¹³ APP1.4(c)

¹⁴ APP 7

If Australian Paper wishes to use or disclose the personal information in other circumstances, it needs to obtain the individual's consent to do so.

In general, Australian Paper uses personal information for the following purposes:

- providing products or services that have been requested;
- communicating with the individual;
- assessing the creditworthiness of prospective customers;
- helping Australian Paper manage and enhance its products and services, including analysing customer feedback and future customer needs;
- providing ongoing information about PA's products and services to individuals that Australian Paper believes may be interested;
- complying with regulatory and legal obligations; or
- recruiting employees and engaging contractors.

7. Prospective employees/job applicants

7.1. Information Collected

Australian Paper collects personal information from job applicants and candidates in the recruitment process. A failure by an applicant to provide any lawfully requested information may result in the processing of the application being delayed or may result in the application being unsuccessful. Any information which is provided by a job applicant which is later found to be false, may result in the person's application being unsuccessful. If the person is employed, it may result in the termination of that person's employment.

7.2. Unsuccessful Applications

If a job applicant applies for a job and their application is unsuccessful but they would like Australian Paper to retain their application to consider them for other positions which may arise from time to time, the applicant should provide their written consent to Australian Paper to do so.

Unsolicited information will be destroyed or de-identified unless Australian Paper could have validly solicited it and kept it.¹⁵ In the case of unsolicited CVs, Australian Paper will consider whether it could have validly collected the information and, if so, may retain these for the purpose of considering applicants for positions within the company when they arise. In that case, Australian Paper will treat unsolicited CVs in the same way as if it had collected that information pursuant to this policy.

7.3. Security of Personal Information

Australian Paper will take reasonable steps to keep a job applicant's personal information confidential and secure in the same way which it keeps confidential company information secure.¹⁶

8. Employees

8.1. Access to certain records by employees

Australian Paper employees are entitled to access certain statutory employment records including the following:

- the name of the industrial instrument or instrument under which the employment is regulated. For example, the name of the relevant award or agreement;

¹⁵ APP 4

¹⁶ APP 11

- the employee's time and wages records;
- records of the employee's leave;
- records of superannuation contributions made on behalf of the employee;
- individual flexibility arrangements and guarantees of annual earnings; and
- workers' compensation records relevant to the employee.

Australian Paper will provide an employee with a copy of these records within 5 days of the request being made. These records will be made available to the employee at either the premises where the employee works or at other mutually agreed premises. All other employment records are exempt from the Act and those employment records and personnel records may not be made available to employees.

An employee will not be provided with access to the records of any other employee.

8.2. Non-Disclosure

Employees of Australian Paper are not permitted to disclose confidential or personal information which is collected by Australian Paper about its suppliers, customers, agents or contractors. If an employee is not sure whether information is confidential or personal, they must check with Human Resources or their immediate manager.

Confidential and personal information is information that is not in the public domain. It includes, but is not limited to, the following types of information:

- any personal information about an individual which has been collected by Australian Paper;
- any information about a supplier, customer, agent or contractor of Australian Paper;
- any personal information about an employee or colleague (including a prospective or former employee); and
- any information about PA's business affairs or business systems.

9. How long will personal information be kept?

Australian Paper will not keep personal information about any individual for any longer than it needs to.¹⁷ Generally speaking, Australian Paper will keep employee records for seven years or as required by law.

10. Variations

Australian Paper reserves the right to vary, replace or terminate this policy from time to time.

11. Availability of this policy¹⁸

An up-to-date version of this policy is available at www.australianpaper.com.au/privacy. If you do not have access to the Internet, Australian Paper will send you a copy upon request.

12. Implementation of this policy

Australian Paper will ensure that appropriate training is provided to employees in relation to implementation of this policy and the procedure set out in this policy will be integrated into Australian Paper's risk management procedures.

¹⁷ APP 11

¹⁸ APP 1.5, 1.6

13. Integrity of personal information, enquiries and complaints¹⁹

Australian Paper will take such steps as are reasonable to ensure that personal information it collects uses or discloses is accurate, up-to-date and complete.²⁰

13.1. Complaints

If an individual has a complaint about Australian Paper's privacy practices it should contact Australian Paper's Privacy Officer – see contact details below.

13.2. Access to and correction of personal information

Subject to any agreed or lawful exceptions, an individual has a right to:

- access and copy their personal information which is held by Australian Paper; and
- correct any incorrect information held by Australian Paper about the applicant.

If an individual requests access to the personal information Australian Paper holds about them, or requests that Australian Paper change that personal information, it will respond within a reasonable period and, if it is reasonable and practicable to do so, allow access unless it considers that there is a sound reason under the Act or other relevant law to withhold the information.

If Australian Paper is satisfied that the personal information is incorrect, Australian Paper will take such steps as are reasonable to correct that information.

If Australian Paper refuses to correct personal information as requested by an individual, it will explain its decision to the applicant and advise them of mechanisms available to them to complain about that refusal.²¹

APP 12.3 sets out some grounds upon which Australian Paper may refuse to provide an individual access to personal information.

13.3. Australian Paper's Privacy Officer contact details

If you have any queries about this Policy, wish to request access to (or correction of) your personal information, or wish to make a complaint, please contact Australian Paper's Privacy Officer at:

Australian Paper
307 Ferntree Gully Road
Mount Waverley, VIC 3149
Email: privacyofficer@australianpaper.com.au

More information:

<http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

¹⁹ APP 1.2(b), 1.4(d) and (e), APP12 & 13

²⁰ APP 10

²¹ APP 13.3