



In keeping with our Value of Respect, Q-crete Premix Pty Ltd recognises the importance of the privacy of individuals who have dealings with Q-crete Premix, such as customers, suppliers and employees. The Company is bound by the National Privacy Principles, to the extent required by the Privacy Act 1988. This policy outlines how Q-crete Premix Pty Ltd and any subsidiaries (Q-crete Premix) collect, use and manage personal information.

Personal information Q-crete Premix collects

Q-crete Premix only collects personal information that is necessary for the Company to perform its functions. Personal information that Q-crete Premix may hold includes the following:

- Name, address and contact details;
- Date of birth;
- Employment and income details;
- Bank account and credit reference details;
- Details of the products and services provided to an individual by Q-crete Premix.

How Q-crete Premix collects personal information

Q-crete Premix collects personal information directly from an individual where reasonable and practical.

Q-crete Premix may also collect such information from other sources, including:

- Other entities who provide services to Q-crete Premix related to the products and services provided to an individual by Q-crete Premix;
- Credit providers and credit reporting agencies (only if a credit application is made);
- Publicly available sources of information;
- An individual's representatives (eg, spouse, professional adviser);
- Subsidiaries of Q-crete Premix Pty Ltd.

How Q-crete Premix uses personal information and to whom it is disclosed

Q-crete Premix uses personal information generally to provide an individual with products and services requested, and to respond to queries. Q-crete Premix may also use personal information to make an individual aware of Q-crete Premix's other products and services or offerings provided by Q-crete Premix in conjunction with its business partners or associates.

Q-crete Premix understands the importance of keeping personal information private, and only discloses such information to third parties in limited circumstances. Third parties to whom Q-crete Premix usually discloses information include:

- Credit providers and credit reporting agencies;
- An individual's representatives;
- Q-crete Premix's professional advisers;
- Government and regulatory authorities;
- Subsidiaries of Q-crete Premix Pty Ltd

Alsafe Premix also discloses personal information to contractors who manage services provided to an individual on Alsafe Premix's behalf, including:

- Mailing services;
- Billing and debt recovery functions;
- Customer inquiry services;
- Marketing functions.

Information is only disclosed to those companies to the extent necessary to enable them to provide these services.

How Q-crete Premix stores personal information

Q-crete Premix maintains strict procedures and standards and takes all reasonable steps to prevent unauthorised access to, or disclosure of, personal information. Q-crete Premix takes all reasonable steps to protect an individual's information from misuse or loss. Once an individual's information is no longer needed by Q-crete Premix, reasonable steps are taken to destroy or de-identify it.

Accessing and updating personal information

In most cases an individual can gain access to personal information held by Q-crete Premix. To make a request to access or update personal information held by Q-crete Premix, contact Q-crete Premix in writing. Q-crete Premix may charge a fee to cover the cost of retrieving and copying requested information.

Complaints and further information

Further information may be obtained about how Q-crete Premix manages personal information from the Privacy Officer (see contact details below). If an individual believes that Q-crete Premix has breached its privacy obligations or that individual's privacy rights in any way, a complaint can be made to the Privacy Officer (see contact details below). Q-crete Premix will endeavour to act promptly in response to a complaint.

Updates to this Policy

This privacy policy may vary from time to time and changes will be published on Q-crete Premix's website (www.qcrete.com.au). Feb-2013

Q-crete Premix contact details

Please contact Q-crete Premix about privacy-related issues by post, facsimile or email:

The Privacy Officer
Q-crete Premix Pty Ltd
P.O. Box 42
Wentworthville NSW 2145
Ph: 1300 QCRETE (72 73 83)
Email: credit.qld@qcrete.com.au