



PRIVACY POLICY

Your privacy is important to us and Intertek is committed to ensuring that it is protected.

In this Policy, "Intertek" means Intertek Testing services (Australia) Pty Ltd ABN 56 001 722 854 trading as Intertek Oil, Chemical & Agri together with any subsidiary and related company.

Collection of your personal information

As from 21 December 2001, the Privacy Act 1988 (Commonwealth) requires organisations to make their information privacy policies readily available.

Intertek maintains records to better assist providing Marine Surveying, Calibrations and Analytical services to clients and, in some cases, to comply with legal requirements applicable to its business.

It is Intertek's policy to ensure that only relevant information is collected. Intertek may collect and store 'personal information' about you as contained within your resume, CV, credit application form, credit agency reports and other relevant information. This is defined as information which identifies you as an individual or from which your identity can be ascertained.

Some information may be collected to help us with internal management and for marketing purposes.

Your information is held in strict confidence. Information collected by Intertek is stored securely and will only to be accessed by authorised personnel. To protect your confidential personal information, we maintain physical, electronic and other safeguards.

Use of your information

Intertek will only use personal information for the purposes of providing our services to you (these services include but may not be limited to Marine Surveying, Calibrations and Analytical services) and for reasonable secondary purposes associated with our services which may include:

1. Ensuring our clients and customers receive the best services from us;

2. Providing you with further information that we believe will be of interest to you;
3. Billing or debt recovery;
4. Matters implicit in our management including service monitoring, complaint handling, planning, evaluation and accreditation activities and compliance with quality assurance audits;
5. Disclosures required by law.

Disclosure of your information

Your personal information will only be disclosed by us in the following circumstances:

- For purposes related to the purpose for which the information is collected.
- To another person or organisation who carries out functions for us or to other organisations with whom we may have arrangements for carrying out the services you have asked us to provide.
- For other purposes which are consistent with your reasonable expectations.

We will only disclose personal information for another purpose with your consent or if the law allows us to do so. There are exceptional circumstances under the Privacy Act where we are permitted to disclose information without your consent. These include:

1. Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to health or life; or
2. The disclosure is authorised by law or reasonably necessary to enforce the law.

Accuracy – How to access, correct and update information

As explained above, you have a right to access our records to determine what personal information we hold about you.

We may charge a service fee if it is necessary to retrieve files from offsite storage and, if it is necessary to photocopy any of our files, we will charge a fee for doing so.

If you think that any information we hold is inaccurate, then please contact us and ask for the Privacy Officer and we will take steps to ensure that it is corrected.



Security

To protect your confidential information, we maintain physical, electronic and other safeguards to comply with our professional standards and the requirements of the Privacy Act.

Unfortunately, no data transmission over the internet can be guaranteed to be secure. If you are sending us any sensitive information, including your email address, then you send it over the internet at your own risk.

How to contact us / Complaints

If you have any questions, comments or would like more information, please contact us as set out below

Email: privacy.australia@intertek.com

Address: Privacy Officer
Intertek Testing Services (Australia) Pty Ltd
P. O. Box 483
218 Lorimer Street
PORT MELBOURNE VIC 3207

If you have any concerns or complaints please contact the privacy officer as detailed above.

If you are still dissatisfied you may contact

The Federal Privacy Commissioner

Telephone 1300 363 992 (for the cost of a local call anywhere in Australia)

TTY 1800 620 241 (this number is dedicated for the hearing impaired only)

Post GPO Box 5218
Sydney NSW 2001

Facsimile +61 2 9284 9666

E-mail privacy@privacy.gov.au

Website <http://www.privacy.gov.au>