

## ▲ PRIVACY POLICY – QENOS PTY LTD

Qenos Pty Ltd ACN 054 196 771 (which, for the purpose of this Privacy Policy includes any of its Related Bodies Corporate, as that term is defined in the *Corporations Act 2001 (Cth)*) (**Qenos, we, us, our**) is bound by the *Privacy Act 1988 (Cth)* (**Privacy Act**) and the Australian Privacy Principles (**APPs**) which set the standard for how we deal with your personal information.

We have developed this Privacy Policy to inform you of how we manage the personal information that we collect about you.

By providing personal information to us, you are taken to have read, and consent to the collection, use disclosure and handling of your personal information in accordance with this Privacy Policy.

### **Qenos Medical Centre**

Qenos operates a medical centre (**Qenos Medical Centre**) that provides health care services to employees and contractors of Qenos. Qenos engages independent contractors (**Practitioners**) to operate this practice. If you are an employee, contractor, or an employee of a contractor to Qenos and attend the Qenos Medical Centre, Qenos will collect your personal information from, and disclose your personal information to, the Practitioners. This personal information may include sensitive information (as that term is defined in the Privacy Act). By attending at the Qenos Medical Centre, you consent to us collecting and disclosing your personal information in that way. That personal information is separately managed in accordance with the Medical Centre's own privacy policy.

### **1 What personal information we collect about you and how we collect it**

Personal information has the meaning given to that term in the *Privacy Act 1988 (Cth)* (Privacy Act) and includes information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable.

We aim to collect personal information only if it is reasonably necessary to providing the service, product or information you have requested from us.

In the course of providing you with, or purchasing from you, products and services, Qenos collects personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly, including by using cookies and similar applications on our websites.

In some cases however, we will collect information about you from a third party. For example, we may collect personal information about you from your employer or your colleagues in connection with the provision of goods or services to our customers or the purchase of goods and services from our suppliers.

If you are a contractor, or an employee of a contractor or supplier to Qenos, we may also collect personal information about you from your employer.

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information (eg. contact details such as your name, telephone number and email address).

In general, we collect personal information our customers, contractors and suppliers, and employees of our customers, contractors and suppliers.

Qenos may collect personal information about you when you:

- or your employer engage Qenos to provide goods or services to your organisation or with a view to engaging Qenos to provide goods or services;
- engage with our business and its employees in the course of receiving goods or services from us;
- visit one of our websites, [www.qenos.com](http://www.qenos.com), [www.exsource.com](http://www.exsource.com), [qenos.chemz.com](http://qenos.chemz.com), [www.alkatane.com.au](http://www.alkatane.com.au), [www.alkadyne.com.au](http://www.alkadyne.com.au) and [www.alkatuff.com.au](http://www.alkatuff.com.au) (**Websites**);
- make an enquiry about our products and/or services (including through our Websites);
- become a customer or debtor of Qenos;
- ask to be placed on one of our mailing lists;
- acquire goods or services through our Websites or otherwise; and
- supply goods or services to us.

In general, you can assume that we may collect the following personal information about you:

- name;
- job title;
- company;
- address;
- email address;
- telephone number and other contact details;
- details about you to assist in managing our relationship with you; and
- details of the products or services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries.

If you are a contractor to, or employee or a subcontractor of a contractor to Qenos, we may collect and hold training and other records relevant to your qualifications and the work that you are completing for Qenos. In addition, when you are working at a Qenos plant, each time you swipe your pass card at a door, gate or turnstile at that site, Qenos is able to track and retain records of your location (ie. which Qenos site you are on) at a specific point in time (**Gate Records**).

For each visitor to our Websites, we may also collect the following non-personally identifiable information:

- browser type, version and language;
- operating system;
- pages viewed while browsing the Websites; and
- page access times and referring website address.

## 2 How We Use Cookies

We may use cookies on some areas of our Websites. A cookie is a small file saved on your computer's hard drive. When you return to our Websites, the data saved in the cookie is sent back to the website. We use cookies to gauge visitor traffic, trends and to help us serve you more efficiently if you revisit the Websites. The cookies we use in no way give us access to your computer or any information about you, other than the information you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our Websites.

Our Website may use Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using our Website, you consent to the processing of data about you by Google in the manner described in Google's ['Privacy Policy'](#). You can opt out of Google Analytics if you disable or refuse cookies, disable JavaScript, or use Google's opt-out service.

## 3 Purpose of collection

We collect personal information primarily to:

- Contact you for business purposes and manage our relationship with your or your organisation;
- provide you (or your employer as a customer of Qenos) with the goods, services and information that you request from us;
- provide you with information about Qenos' products and services; and
- suggest Qenos products and services to you.

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- assist you with enquiries or complaints;
- develop and improve our client service and relationships;
- promote, advertise and market any of our products and services, including to invite you to events hosted by Qenos;
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our customers and enforce our agreements with third parties such as your employer;
- inform you of developments at Qenos and other products and services that we can provide; and
- notify you where you can locate safety data sheets relating to our products.

We may use information collected through our Websites for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at our Websites.

Where possible, we will provide you with a choice to opt-out of any of the above and any of our marketing communications. We will respect your request to decline to receive these marketing communications.

If you are a contractor to, or employee or a subcontractor of a contractor to Qenos, we may use the Gate Records that we collect about you to restrict access to one of our sites or a part of a site, track whether you are on a site at any particular time (including in the event of an emergency), or verify the timesheets you or your employer or head contractor submits in connection with the work you complete at our site.

#### **4 Sharing of your personal information**

As well as your employer or head contractor, we may also disclose your personal information to:

- external providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers, marketing service providers; couriers and/or freight service providers, printers, providers of payment processing and identity verification services and IT technicians who may need access when providing on-site support;
- our professional advisors and agents; or
- our existing or potential agents, business partners or partners.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you or your employer or head contractor or to otherwise improve how our relationship with you is managed.

Those people or companies will be permitted to access only the personal information they need to deliver the products and service to Qenos or to you. Qenos takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless the disclosure:

- is required or authorised by law; or
- you have consented to our disclosing the information about you.

#### **5. Quality of your personal information**

We aim to ensure that your personal information is accurate, complete and up to date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current and complete.

If you believe that the information we hold is inaccurate or incomplete, please contact us and we will use all reasonable efforts to correct the information.

If we do not believe the information to be incorrect, we will take reasonable steps to add a statement to the information claiming that you believe the information is inaccurate, incomplete or out of date.

## **6. Securing your personal information**

We may hold your personal information in electronic or hard copy form. We will take reasonable precautions to protect your personal information from misuse, interference and loss, as well as from unauthorised access, modification or disclosure. We use a number of physical, administrative, personnel and technical measures to protect your personal information.

We take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

## **7. Changes to this Privacy Policy**

Qenos reserves the right to make amendments to this Privacy Policy at any time for any reason. We will publish any updated Privacy Policy on our Websites.

## **8. Accessing and correcting your personal information**

You have a right to request access to, or the correction of, your personal information that we hold about you, subject to exceptions allowed by law. You may be required to put your request in writing for security reasons.

We will give you access to, or correct, your personal information unless there is a lawful reason for refusing your request for access or correction. If we refuse your request we will give you a written notice explaining our reasons for that refusal and how you may complain about that refusal.

## **9. Change in control of Qenos**

If we sell or otherwise transfer part or the whole of Qenos or our business to another organisation (including in the course of a transaction like a sale, merger or acquisition or as part of a dissolution, liquidation, administration, receivership or other form of insolvency), you agree that your personal information that is collected by Qenos may be disclosed to a third party, prospective buyer, transferee or insolvency practitioner and that this is reasonable to enable that party to continue or manage the business.

## **10. Complaints**

If you have a complaint about our collection, use or disclosure of your personal information, or you wish to make a complaint about a breach of the APPs, please contact our Privacy Officer at the details set out below.

In your complaint, please set out the details of your complaint and your contact details. Our Privacy Officer will contact you to acknowledge your request and ask for any other applicable information. Our Privacy Officer will then investigate the issue and advise you in writing of the outcome.

You can also make a complaint to the Office of the Australian Information Commissioner. Further information is available at [www.oaic.gov.au](http://www.oaic.gov.au).

## 11. Contacting us

If you have any questions about this Privacy Policy or our privacy practices, would like to make a complaint or request access to or correction of your personal information, please contact us by any of the following means.

Our contact details in respect of any issues in relation to privacy are:

**Telephone** (03) 9258 7333

**Email** [enquiry@qenos.com](mailto:enquiry@qenos.com)

**Post** Private Mail Bag 3, Altona, Vic., 3018