



## Privacy Policy

Mulgrave Central Mill Co. Ltd is a grower owned co-operative sugar mill. Our core activity is the manufacture of raw sugar and its by-products. The Mulgrave Central Mill group consists of The Mulgrave Central Mill Co. Ltd and the 60% owned subsidiary M&M Molasses Pty Ltd.

The Mulgrave Central Mill is committed to respecting rights to privacy and protecting personal information. We are bound by the National Privacy Act 1988 (Cth) and the National Privacy Principles contained within that Act.

This Privacy Policy outlines how we manage personal information. A copy of our Privacy Policy is available on request.

### Collecting personal information

The Mulgrave Central Mill Co. Ltd collects personal information only when necessary and by fair and lawful means. Where possible we will collect personal information directly from the person involved.

Personal information collected may include name, postal or email address, financial details or other information that the organisation considers necessary.

### **Using and disclosing personal information:**

The Mulgrave Central Mill Co. Ltd collects personal information for the purpose of "Procuring sugar cane for the manufacture of raw sugar and associated by-products, to improve farm productivity and to enhance the sustainability of our business".

As a function of our primary purpose The Mulgrave Central Mill Co. Ltd may disclose personal information to industry bodies or committees such as the Mulgrave Cane Protection and Productivity Board and the Local Area Negotiating Team. Any personal information disclosed to these industry bodies or committees is for the purpose of procuring sugar cane in the manufacture of raw sugar and associated by-products, to improve farm productivity and to enhance the sustainability of our business. No personal information is disclosed for any other purpose unless required or authorised by law (for example government or regulatory bodies), for purposes related to public health or safety, the prevention or detection of unlawful activities or to protect public revenue.

Where if necessary personal information is disclosed, we will seek to ensure that the information is held, used and disclosed consistently with the National Privacy Principles and other applicable privacy laws and codes.

We may also disclose personal information where a person has consented for us to do so. Consent to the disclosure of personal information may be given explicitly such as in writing or verbally or may be implied from conduct.

### Data Quality – Keeping personal information accurate and up-to-date

We aim to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to make sure this is the case. We encourage contact if any personal information is not accurate, complete or up-to-date.

### Data Security - Protecting personal information

We store information in different ways, including in paper and electronic form. The security of personal information is important to us and we take reasonable steps to protect it from misuse, loss and unauthorised access.

Some of the ways we do this are:



- Confidentiality requirements for our employees
- Document storage security policies
- Security measures for systems access
- Only allowing access to personal information where the individual seeking access has satisfied our identification requirements
- Access control for our buildings

## Openness

Our Privacy Policy outlines our management of personal information. If there are any queries about our organisation, Privacy Statement, Privacy Policy or the products and services we offer please contact us.

## Access and Correction

A person can gain access to their personal information. This is subject to some exceptions allowed by law.

### **Identifiers:**

The Mulgrave Central Mill Co. Ltd does not use Commonwealth identifiers as a means of identifying the personal information that we may have collected. We may use Commonwealth identifiers for assistance in proving identity or for purposes required by law.

## Anonymity

Generally it is not possible for us to do business with a person unless we can identify them and in some cases the law requires that the person identify themselves to us.

Wherever it is lawful and practicable to do so, we may offer a person the opportunity to deal with us anonymously.

### **Transborder Data Flows**

The Mulgrave Central Mill Co. Ltd does not permit personal information we hold to be transferred to someone in a foreign country.

## Sensitive Information

The Mulgrave Central Mill Co. Ltd only collects, uses or discloses sensitive information about a person as is allowed by law for example, where we have received consent to do so or the collection is necessary for the establishment, exercise or defence of a legal claim.

### **Contacting Us:**

If there are questions about this Privacy Policy or to lodge a request to access your personal information, we can be contacted in any of the following ways:

By visiting:                   The Mulgrave Central Mill Co Ltd  
Gordon Street  
GORDONVALE QLD 4865

By Mail:                    The Privacy Officer  
Mulgrave Central Mill Co. Ltd  
PO Box 21  
GORDONVALE QLD 4865

By Telephone:               07 4043 3333

By Facsimile:              07 4043 3300