

COLES LIQUOR: PRIVACY POLICY

1.1 Introduction

We are committed to complying with the *Privacy Act 1988* (Cth) the *Privacy Amendment (Private Sector) Act 2000 & Regulations 2001* the *Privacy Regulations 2006* and all other State Acts and Regulations that apply. This Privacy Policy covers all personal information we either collect or hold about individuals, whose identity is apparent or can be reasonably ascertained. This information may have been collected through our stores, hotels, our customer service centres, the internet or sourced from third parties.

1.2 Collecting Information

When we collect personal information from an individual, we will:

- ensure that we do so in a fair manner;
- let the individual know where and how to contact us;
- only collect information that it reasonably necessary; and
- collect personal information directly from the individual concerned whenever practical; and
- advise individuals of the purpose for which their personal information is collected, and of any third parties their information will be disclosed to.

Whenever we disclose personal information to third parties, we will take reasonable steps to advise that individual as soon as is practicable. We will ensure (where possible) that any third parties abide by a similar Privacy Policy. If we collect Sensitive Information, we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purpose, other than for which we have obtained the individual's consent.

1.3 Disclosing Information

We will only disclose personal information in accordance with the *Privacy Act* and under the following circumstances:

- for the purposes it was provided;
- for reasonably related purposes;
- with the individual's express consent; or
- as required by law.

1.4 Unauthorised Disclosure or Access

We are committed to protecting the privacy of individuals and view unauthorised disclosure of, or access to, personal information by our employees, contractors or agents, as a serious breach of this Privacy Policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

1.5 Opt-Out

We will provide an opt-out facility in accordance with the privacy legislation.

1.6 Access to Personal Information

Individuals will be able to access their personal information upon request. To do this the individual must provide us with sufficient detail, so that we can properly identify the personal details we hold.

We will not provide any information to spouses, family members or third parties unless we have the express consent of the individual involved or are required to do so by law.

1.7 Security

Our goal is to protect the personal information we collect. Personal information will be managed confidentially and securely and appropriately destroyed when no longer required.

We will monitor and implement appropriate technical advances or management processes, so as to safeguard personal information.

1.8 Data Quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

1.9 Privacy Inquiries

Privacy-related inquiries or concerns can be directed to Alison Tehan, Licensing and Regulatory Manager, Coles Liquor at alison.tehan@coles.com.au or on (03) 9829 4594.

1.10 Availability and Review of Policy

We will make this Privacy Policy available on request and will display it whenever possible.

This Privacy Policy will be reviewed from time to time based on feedback from our customers and any changes in relevant legislation.

