

## C-Res Privacy Policy

### Purpose of the Privacy Policy

C-Res respects and understands the importance of your privacy, and protecting your privacy is very important to us. C-Res is committed to protecting all personal information provided to C-Res by visitors to and users of our websites and databases.

This Privacy Policy details how C-Res aims to protect the privacy of your personal information, your rights relating to your personal information managed by us and how we collect, use and manage your personal information.

### What Information We Collect

C-Res collects two types of information.

#### 1. Anonymous Information

C-Res collects certain standard information that is sent by your browser to our website. This includes:

- your IP address;
- the browser type;
- the access times; and
- any referring website address.

C-Res also collects information through the use of 'cookies' during your visits to our website. A cookie is a small data file containing a unique identification number that is sent to your computer when you visit our website, which temporarily stores information about the current website session. A cookie cannot read data from your hard drive or read cookie files created by other websites. A cookie collects information on the pages accessed on our website, the information acquired and your preferences.

The information C-Res collects from your browser and the use of cookies is used anonymously and in aggregate. It is collected and logged for statistical purposes and to track user traffic patterns. The information also enables us to provide you with a personalised experience while browsing our website and improved service when you revisit our website. For example:

- when choosing the 'Text only' function, the cookie allows you to move from page to page in text format without resetting preferences on each page, or on each visit;
- when choosing the 'Text size' function, the cookie allows you to select and set the text size preference without resetting the preference on each visit.

You can set your browser to provide notification when a cookie is received, and the opportunity to accept or reject the cookie. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. However, to ensure the full functionality of the C-Res website, the use of cookies is required.

Our website may contain links to other websites. We are not responsible for the privacy policies of the entities responsible for those websites and we recommend that you review the privacy policies applicable to any other websites you visit.

## **2. Personal Information**

Personal information is information or an opinion about an individual whose identity is known or can be ascertained from that information. C-Res only collects your personal information when it is reasonably necessary for C-Res's functions or activities.

C-Res may collect the following types of personal information:

- general contact and identification details (e.g. name, address, email address and telephone number);
- proof of identity (in limited circumstances);
- details of goods and services you provide including quotations;
- details of a business owner's ethnic background;
- banking and insurance details
- business association memberships; and
- criminal history.

### **Collecting Sensitive Information**

It may be necessary for C-Res to collect certain types of sensitive information about you, for example, to register your business with us as a Local Buying Program Supplier or to handle a complaint.

Sensitive information that C-Res might collect is information or an opinion about an individual's racial, business association memberships or ethnic origin or criminal history.

Sensitive information that C-Res would not usually collect is information about an individual's health, political opinions, religious belief or affiliations, or genetic or biometric information.

C-Res will only collect sensitive information where we have received your consent to that information being collected, used, disclosed and stored by us in accordance with this Policy, and provided that the collection is reasonably necessary for us to pursue one or more of our functions or activities.

## How Your Information is Collected

C-Res collects your personal information when you:

- request information from us;
- register to participate in the Local Buying Program either as a supplier or a buyer;
- subscribe for news alerts;
- upload files to our website; or
- when you interact with us electronically, in writing or in person.

We may also collect information from other sources such as BHP, a publicly maintained record (including records publicly available through social media), or an organisation authorised by you, as part of our due diligence for ensuring the integrity of our data. We may when appropriate to do so notify of the collection, the information collected and its purpose.

We will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect it from you.

## Why We Collect, Hold, Use and Disclose Your Personal Information

C-Res collects, holds, uses and discloses your personal information for the following purposes:

- to provide business opportunities and services to those who have registered to participate in the Local Buying Program and to you;
- to measure and improve those services;
- to provide you with news and information about our products and services, for example where you subscribe to C-Res/Local Buying Program news alerts;
- to verify your identity or your business' capabilities to enable us to recommend businesses that are suitable for available projects to BHP;
- to enable BHP to find suitable businesses for their internal procurement only;
- the management of your enquiries or complaints;
- administrative and business management purposes; and
- if required or authorised by law or court order.

If we have collected your personal information because it is required or permitted by law or court order, we will notify you at the time, or as soon as practicable, of the information collected and that it is collected for that purpose. We will also include the name of the legislation or details of the court order requiring or authorising the collection.

You can choose to interact with us anonymously or by using a pseudonym where it is lawful and practicable. If you decide to interact with us anonymously, by using a pseudonym or if you choose not to provide your personal information to us, we may not be able or may be limited in our ability to provide our services to you.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Policy.

## Direct Marketing

C-Res may use your personal information other than any sensitive information in order to inform you of business opportunities and business and training events that may be of interest to you.

## Disclosure of Your Information

C-Res will only disclose your personal information when it is authorised by you or necessary to provide you with our services. Your information may be disclosed:

- to our employees and advisors;
- to service providers such as IT service suppliers for the purposes of assisting us to provide you with our services;
- to BHP and its representatives as required;
- in connection with legal proceedings, prospective legal proceedings and in order to establish, exercise or defend our legal rights; and
- as required or permitted by law.

For those who register as a Local Buying Program Supplier, BHP only has access to limited information about your business, such as your business' name, location, contact details and goods/services you provide. If BHP requests further information about your business including any personal information, we will seek your permission before we disclose it to BHP.

If we disclose your personal information to the above parties, they are required to maintain the confidentiality of this information and are restricted from using it for any purpose other than the purposes detailed in this Policy.

## Overseas Disclosure

It is not intended that your personal information will be disclosed to any other overseas recipients. However, you should be aware that BHP is a global organisation with global asset supply requirements and therefore, BHP personnel who register as a Local Buying Program User may access *limited information* about your business from any location, including outside Australia.

## Storing and Securing Your Information

C-Res only holds personal information in electronic form in secure databases hosted within Australia or overseas.

C-Res takes all reasonable steps to protect the data and personal information we hold from misuse, interference, loss and from unauthorised access, modification or disclosure of that information by maintaining physical, technical and administrative safeguards. The safeguards we use include:

- limiting access to our databases to employees whose role requires them to have access to those databases;
- password protection;
- industry standard protection against viruses and electronic hacking; and
- regular reviews of our internal procedures and electronic systems.

C-Res will destroy or de-identify your personal information when it is no longer required, unless we are required or authorised by law to retain that information.

## Access and Correction

We take reasonable steps to ensure the personal information we hold is accurate, current, complete, relevant and not misleading. Under the *Privacy Act 1988*, you have the right to access and seek correction of your personal information that is collected and held by C-Res.

You may request access to your personal information we hold by contacting us on the contact details below. C-Res will grant access to the extent required or authorised by law free of charge.

If you believe that the personal information we hold about you is incorrect or incomplete, you may request that it be corrected by contacting us on the contact details below. C-Res will take all reasonable steps to correct the personal information.

C-Res may request you to provide appropriate identification when you contact us to access or correct your personal information.

Those who have registered to participate in the Local Buying Program can access and correct or update their details online. We request that you keep your information current so that we can continue to improve our service to you.

## Complaints

If you believe your privacy has been breached by us, please direct your complaint to our Business Engagement Advisor via the contact details below. At all times, privacy complaints:

- will be treated seriously;
- will be dealt with promptly;
- are confidential; and

- will not affect your existing obligations or affect the commercial arrangements between you and us.

A Business Engagement Advisor will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

## How to Contact Us

For further information or enquiries regarding personal information that C-Res holds about you, please contact:

C-Res  
Postal: Po Box 1721, Mackay Qld 4740  
Telephone: 1800 536 663  
Email: [info@c-res.com.au](mailto:info@c-res.com.au)