

LATROBE VALLEY CONCRETE PTY. LTD.
ACN: 097 172 426 ABN: 41 097 172 426
CREDIT INFORMATION POLICY

1. Application of this Credit Information Policy

This Credit Information Policy (**Policy**) applies to information **Latrobe Valley Concrete Pty. Ltd.** (**we, us or our**), collects, holds, uses and discloses about the customer or a guarantor under credit application with us, but only where the information is about a natural person (**you or your**).

This Policy does not apply to information we collect, hold, use and disclose about a company or other entity that is not a natural person.

2. Collection of Information

We collect, hold and disclose the following credit related information (**Credit Information**):

- identity particulars - your name, sex, address (and the previous two addresses) date of birth, name of employer, and drivers license number;
- your application for credit or commercial credit - the fact that you have applied for credit and the amount;
- the fact that we or another credit provider are a current credit provider to you, certain terms of the credit contract (including the amount of credit available and payment terms), the date the credit contract begins, ceases or was otherwise terminated;
- any overdue payments of \$150 or more that are overdue by more than 60 days, and for which debt collection action has started;
- the fact that your overdue repayments have been paid and are no longer overdue;
- whether you have been in default in repayments, the amount overdue and whether we have varied your credit arrangements;
- certain publicly available information about you that relates to your activities in Australia and your credit worthiness;
- information that, in our opinion, you have committed a serious credit infringement (that is, acted fraudulently or where you have shown an intention not to comply with your credit obligations);
- that credit provided to you by us has been paid or otherwise discharged;
- repayment history (including payment and default history) about you;
- information about your insolvency or court proceedings against you; and
- information relating to your credit worthiness that we or a credit reporting body derive from the above information.

We may collect the Credit Information in a number of ways, including:

- when provided directly to us by you in relation to our retainer agreement and credit terms provided by us;
- if the information is in the public domain;
- where the Credit Information is provided to us by a credit reporting body; and
- where we derive the Credit Information from your usage and repayment of any credit accounts with us.

3. Credit Reporting Bodies

We are unlikely to disclose the Credit Information to a credit reporting body, however we may do so in order to obtain information from the credit reporting body to establish your eligibility for credit.

If we do disclose the Credit Information, the credit reporting bodies we may share information with can be obtain via the Australian Securities and Investment Commission website (www.asic.gov.au)

You may obtain a copy of the credit reporting body's credit reporting policies by visiting their respective websites.

We may derive the following information in relation to you from the Credit Information we receive from a credit reporting body:

- credit worthiness;
- credit standing;
- credit history; or
- credit capacity.

4. Disclosure of Information

We may share Credit Information for the purposes described in item 5 where permitted to by law. For example, we may disclose Credit Information about you to a credit reporting body if you fail to meet your payment obligations.

We may share Credit Information with other third parties, including:

- other credit providers;
- companies related to us;
- organisations that perform credit assessment, management and debt collection activities on our behalf; and
- current or prospective guarantors or security providers in relation to credit we are providing to you.

5. Purpose of Collection

We collect, hold, use and disclose Credit Information as is reasonably necessary for the following purposes:

- to obtain a consumer or commercial credit report about you;
- to allow the credit reporting body to create or maintain a credit information file containing information about you;
- to assess your credit worthiness;
- to assess an application by you for credit;
- to assess your suitability to be a guarantor for credit provided to a customer;
- for the ongoing review and management of your credit account with us;
- to notify other credit providers of a default by you;
- to deal with serious credit infringements;
- to participate in the credit reporting system in Part IIIA of the Privacy Act and/or
- to exchange information with other credit providers as to the status of a loan from us where you are in default with other credit providers.

6. How Information is Held

Credit Information is held by us in physical form or in electronic form on our systems or the systems of our service providers. Our employees are bound by confidentiality provisions that apply to their use of Credit Information and we have implemented information technology security systems and imposed access restrictions on the Credit Information we hold.

When Credit Information is no longer required by us for the purposes listed above and we are no longer required by law to retain it, we will de-identify or destroy the Credit Information.

7. Access and Correction of Credit Information

You may contact us if you wish to access or seek correction of any Credit Information by contacting us via the details listed under section [10. Further Information](#).

We will comply with the Privacy Act in relation to any request to access to or for the correction of your Credit Information and will respond to your request within a reasonable time.

8. Complaints

You may make a complaint to us about our failure to comply with the Privacy Act or a registered credit reporting code that binds us by contacting us via the details listed under section [10. Further Information](#). We will notify you within 7 days of receiving a complaint acknowledging receipt of the complaint and notifying you how the process we use for dealing with the complaint.

We will treat complaints confidentially and will investigate complaints and aim to resolve them within 30 days. If we cannot resolve a complaint within that time, we will notify you the reasons why and seek your agreement to a later date that we will resolve the complaint by.

We may discuss the complaint with another credit provider or credit reporting body if we consider it necessary in order to deal with the complaint.

We will resolve complaints we consider are justified and may do so by amending our policies and procedures.

9. Notification of Changes

You must notify us as soon as reasonably practicable of any changes to the information provided to us by you or if you are aware of any inaccurate, out of date, misleading or false Credit Information.

10. Further information

For further information about credit information, please visit the Office of the Australian Information Commissioner website at www.oaic.gov.au.

This policy documents how we manage credit information and reflects our obligations under Part IIIA of the Privacy Act and does not create any additional rights under contract, statute or equity law.

We may change this Policy from time to time, including in order to comply with amendments to the Privacy Act or other laws or regulations that apply to us. We will post the updated version of this policy on our website at www.lvconcrete.com.au.

You may request a copy of this Policy in another form, such as a hard copy, if you so require.

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