

Privacy Policy

NAT-ADPO12



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Supagas Privacy Policy

Supagas Pty Limited is a leading supplier of LPG, industrial, medical, specialty and helium gases in Australia.

At Supagas we value your privacy and keep the personal information we hold about you secure. Our Privacy Policy describes how we collect and manage your personal information and safeguard your privacy.

As an Australian company, Supagas applies the federal *Privacy Act 1988*, including the Australian Privacy Principles that set out rules for how we handle personal information. Importantly, we:

- Give you clear information about how we handle personal information
- Only collect personal information when it is necessary for our functions
- Understand the purpose of our services, and restrict our use and disclosure of personal information in that regard
- Take reasonable steps to keep the personal information we have secure.

While Supagas is part of a global group of gas suppliers, we operate separately and do not share your personal information with other companies that form part of the global group.

What is personal information?

Personal information is information that identifies a person (or could reasonably lead to them being identified). We collect and use personal information from you to provide our products or services.

This Privacy Policy sets out what personal information we collect, who we collect personal from, how we will use the personal information, and how we manage your personal information to keep it secure.

Who we collect personal information from?

The types of personal information we collect depends on our relationship with you. Generally, we collect and use personal information from the following people:

- **Website visitors** – We collect some personal information when people visit our websites and social media.
- **Potential customers** – we collect some personal information when you enquire about our goods and services.
- **Home customers** – We collect some personal information when we provide our products and services to you at your home.
- **Business customers** – Our business customers may include companies, organisations and government departments and agencies. The personal information we collect is generally limited to the details of our business customer's nominated contact person.
- **Job Applicants** – We collect personal information of job applicants, and an applicant's referees (where relevant).

What personal information we collect

The types of personal information we collect, and use are set out below. We may collect this information directly from you or the organisation you work for, or from your interaction with us through our website.

Personal information we collect

Enquiry Information

We collect and use personal information when you ask about our services. You can ask us about our products and services in person at one of our branches, via phone, email, post or when you complete an 'Enquire Now' or 'Contact Us' form on our website.

Information we may collect and use when you make an enquiry or ask us a question includes:

- Name
- Date of birth
- Contact information (address, phone, mobile, email)
- Premise type (whether you own or rent your property)
- Compliance plate or certificate number
- Driver's license number
- How you heard about us
- Your enquiry or message

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<p>Website Analytics Information</p>	<p>We collect and use analytics and cookie information from a person's use of the Supagas website (www.supagas.com.au), the Supa Balloons website (www.supaballoons.com.au) and the Liquid Nitrogen Services website (www.liquidnitrogenservices.com.au). We collect this information to understand how people use and interact with our websites.</p> <p>We generally collect this information through the use of <i>cookies</i>. More information about cookies is contained in our Cookie Notice. < https://www.supagas.com.au/enable-cookies></p> <p>Information we collect and use when you interact with our website includes:</p> <ul style="list-style-type: none"> • Date website visited • Web browser type • Web pages visited • The amount of time spent on webpages • Operating system • Internet provider domain name • IP address <p>Our Website Terms sets out our obligations, and your obligations, for using our websites.</p>
<p>Email and Contact Information</p>	<p>We collect and use personal information when you interact with us, including your name and contact information (including email address). We use this information to contact you as part of providing, and to advertise, our products and services.</p>
<p>Customer Order Information</p>	<p>Supagas may collect personal information from you when you order or purchase our products and services. You can purchase products and services and make an order at one of our branches, by phone, or on our website.</p> <p>When you make a purchase or submit an order with us, we may collect the following information:</p> <ul style="list-style-type: none"> • Name • Account number • Location ID • Contact information (phone, email) • State and postcode • Other information about your property • Payment information • Order information • Information about you health (when you purchase our medical products and services)
<p>Customer Account Information</p>	<p>There may be times where you are required to set up an account with us, so we can provide you with certain products and services. To open an account with us you may need to complete a Credit Application form.</p> <p>The information we collect and use to set up a Supagas account will depend on whether you are a home customer or a business customer, and may include:</p> <ul style="list-style-type: none"> • Name • Date of Birth • Delivery address • Contact information (postal address, phone, mobile, email) • Employer or business name and address • Compliance place or certificate number • Driver's licence number and copy of driver's licence • Premise type (whether you own or rent your property) • Payment information • How you heard about us • Signature
<p>Access/ Correction Request Information</p>	<p>When you submit a request to access or correct your personal information we use this information to process your request. We collect and use your name, contact information and details regarding your request.</p>

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Customer Payment Information	<p>We collect and use payment information from you to provide you with our products or services. The information we collect from you will depend on your payment method. You may choose to make payments to us via direct debit; BPay; cheque or money order (via mail); credit card (via phone); EFT bank transfer; Australia Post Billpay or online on our secure payment portal.</p> <p>The personal information we collect and use when you make a payment or purchase our products or services may include:</p> <ul style="list-style-type: none"> • Payment details (payment amount, date, payment type) • Bank or credit card information • Contact information (email, phone, address)
Feedback Information	<p>You may provide us with feedback about our products or services. This may include where you are not satisfied with our products or services, or how we have handled your personal information. When you provide feedback, we may collect and use some personal information about you, including:</p> <ul style="list-style-type: none"> • Name • Contact information (email, phone, address) • Supagas account number • Your feedback and communications <p>When you provide us with feedback, you may choose to remain anonymous.</p>
Recruitment Information	<p>When you apply for a job with us, we collect and use your personal information as part of the application process. Recruitment information we collect and process may include:</p> <ul style="list-style-type: none"> • Name • Contact information • Resume and cover letter details • References

What we use your personal information for

We collect and use your personal information to undertake our functions and provide you with our products and services. Specifically, we use your personal information for the following purposes.

Personal information we use	Purpose for collecting and using your information
Website Analytics Information	To understand how people use and interact with our websites, including through the use of <i>cookies</i> .
Email and Contact Information	To communicate with you as part of providing our products and services. To send you promotional emails that advertise our products and services. See here for more information.
Enquiry Information	To answer your questions about our products and services.
Customer Order Information	To process your order and provide you with our products and services.
Customer Account Information	To set up a Supagas account for you, so we can provide you with some types of products and services. To set up an online account login to access the online invoice portal.
Customer Payment Information	To accept payment for your purchase of our products and services.
Feedback Information	To understand what we do well, and where we could improve.
Access/ Correction Request Information	To process your request to access or correct your personal information.
Recruitment Information	To process your job application, and if successful, offer you a job and commence your employment

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Who we give your personal information to

Supagas uses external organisations to provide services and functions on our behalf. To provide these services, we may share personal information that relates to the services being provided. Supagas ensures that service providers only handle personal information for the purpose it was provided to them, and not for any other purpose.

Supagas may share personal information with Supagas's related bodies corporate (as the Corporations Act 2001 (Cth) defines that term) both within Australia and overseas.

We do not otherwise sell or share personal information with any advertisers, sponsors, content providers, media outlets, law enforcement or other person or entity (including entities outside of Australia), unless:

- We have your permission, or
- There is a lawful ability or requirement for us to do so.

Can you remain anonymous?

There may be times when you can interact with us anonymously, for example, when you purchase certain products in one of our branches, or where you wish to give us feedback.

At most other times, however, we require your personal information to provide you with our products and services. This includes, for example, when you set up an account with us, or order products and services online.

How we communicate with you

Supagas may email or send you SMS you from time to time about our products and services. There are certain emails that we must send to you as part of providing our products and services, such as emails about your account, ordered products and services, and confirmation of payments made.

We also use your personal information to send you promotional emails/SMS that advertise our products and services. You can choose not to receive promotional emails/SMS by:

- clicking on the 'unsubscribe' link at the bottom of our promotional emails/SMS
- by emailing us at privacyofficer@supagas.com.au
- by phoning our customer services team on 13 78 72

Where you unsubscribe, we will respect your request and will stop sending you promotional emails within 5 business days.

How we manage your personal information

At Supagas, we securely manage and dispose of personal information that we collect and use, as outlined below.

Quality

Supagas takes steps to ensure that the quality of the personal information we collect and use. We may get in touch with you to make sure that your personal information is accurate, correct and up to date, especially if some time has passed since we last interacted with you.

If you think your personal information has changed you can contact us at privacyofficer@supagas.com.au or by completing our [Contact Details Update Form](#) available on our website.

Storage

Personal information held by Supagas is stored in electronic (on our computer system) and in hard-copy formats. Personal information held in electronic format is stored in Australia both on our servers and with third-party electronic data storage service providers (which may include cloud-based storage) located in Australia.

Service Providers

We use external parties to provide services and functions on our behalf. To provide these services, contracted service providers may collect, store, process, use or otherwise handle personal information where it relates to the services being provided. Supagas enters into agreements with service providers to ensure that they only handle personal information for the purpose it was provided to them, and not for any other purpose.

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Security

Supagas is committed to securing the personal information that you provide us. We have implemented a range of information security practices and controls to protect your personal information, including (but not limited to) the use of firewalls, anti-virus software, email filters and password verification.

Protection from personal information from unauthorised access, disclosure, alteration or loss is a priority for us. Any concerns about the security of personal information collected or processed by Supagas should be reported to at privacyofficer@supagas.com.au.

Retention

We keep your personal information for different periods, depending on the purpose that it was collected for. Where we no longer need your personal information for the purpose it was collected, we will securely destroy your information.

Social Media

Supagas maintains a number of social media accounts, including a Facebook, LinkedIn and Instagram account. We use these social media accounts for the purpose of marketing and publishing information about our products and services.

Before you interact with us via social media, please be aware that personal information supplied to us through, or posted on any social media outlet becomes captured by that social media's privacy policy. You may instead choose to contact us directly, via the details available on our website [here](#).

Refer to our [Website Terms](#) for more information about our use of social media.

Accessing and correcting your personal information

You have the right to request us to:

- Access personal information that we hold about you
- Correct personal information that we hold about you, where you think that it is inaccurate, incomplete or out of date

You can request that we access or correct your own personal information. We will respond to your request as quickly as possible. Requests for large amounts of information, or information which is not currently in use, may require further time before we can give you a response.

We are generally able to process your request, however there may be some times when it is unlawful to do so. This includes for example, where the information contains another person's personal information. Regardless of whether we can, or cannot, process your request, we will always communicate with you to let you know.

We do not charge you to make a request to access or correct your own personal information. We may however charge you a small fee for access your information if a cost is incurred by us in order to retrieve your information. We will always let you know about any costs before we process your request.

If you would like to access or correct your information you can contact us using the details [below](#). You can also update your contact details using our [Contact Details Update Form](#).

Do you have a question or concern?

If you have a question about this Privacy Policy or are concerned about how we handle personal information, please contact us.

Online: via our [Customer Feedback](#) or [Contact Us](#) forms on our website

Phone: 13 78 72

Email: privacyofficer@supagas.com.au

Address: Privacy Officer

Supagas

5 Benson Road

Ingleburn, NSW, 2565

Australia

Our Privacy Officer will review your concerns and generally respond to you within 5 business days. If you have made a privacy complaint and are not happy with how we responded to your concern, you are able to contact the Office of the Australian Information Commissioner (OAIC). The OAIC's process is available [here](#).

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Changes to this Privacy Policy

We may decide to update this Privacy Policy to ensure that our personal information handling practices are correctly reflected. If we make a change to this policy, we will post the new Privacy Policy to our website. This Privacy Policy was last revised on 3 March 2023.

Audit and review

This controlled document is subject to audit as required by the Supagas internal audit plan or as requested by the Chief Compliance Officer. Changes and review must follow IMS-12-NAT Management of Controlled Documents.

DocuSigned by:

Erol Arican

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Erol Arican
Managing Director

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