



HQPlantations

Privacy Policy



Privacy policy

HQPlantations (HQP) respects your privacy and is committed to protecting your personal information. Personal information is any information or an opinion that identifies you.

The *Privacy Act 1988* (Cth) and Australian Privacy Principles govern the way in which we manage your personal information. This policy describes how we collect, hold, use, disclose and otherwise manage your personal information. It also sets out how you can contact us to access or correct your personal information, ask a question or make a privacy related complaint.

What personal information do we collect

In our business we may collect personal information about you. We will only collect personal information that is reasonably necessary for one or more of our functions or activities. As a result, the type of personal information that we collect and hold about you depends on your interactions with us. For example, if you:

- *are a supplier of goods or services to us*, we collect contact details for you and your nominated representatives, information about the goods or services you supply, your insurance details, bank account details for payment and other relevant information;
- *are an employee of a contractor and provide services requiring specific qualifications*, we collect your contact details and evidence of your qualifications and fitness;
- *buy wood and wood products from us*, we collect contact details for you and your nominated representatives, financial information about you if we supply products on credit and we record your purchasing history;
- *are one of our business partners*, for example under a joint venture deed or land rental arrangement, we collect your contact details, information about your property including contributions you make and billing information;
- *are a neighbour*, we collect your contact details and other personal information from our past dealings, so we can communicate with you about activities and events that may impact you;
- *are an interested person*, for example because you are part of a relevant community group or have asked to be notified about forest operations, we collect details about you and a history of our interactions;
- *access State forest areas or other land owned or managed by HQP*, we may capture video footage of you and your vehicle on surveillance cameras which operate in the area for the purposes of asset protection, security and ensuring compliance with the Forestry Act and other relevant laws;

- *apply for a permit*, we will collect the information you include in your permit application and any other information collected in connection with the permitted activity;
- *contact us with an enquiry or complaint*, depending on the nature of the contact we usually record details about you (for example your name, phone number, email address) and details about the reason for the contact and any subsequent actions;
- *apply for a job with us*, we will collect the information you include in your application for employment;
- *access our website*, we may collect information about you in the form of your IP address or domain name, or your contact details if you have entered them via our Contact Us page or any other information you may have submitted to us in an online form; and
- *engage with us on HQP's social media accounts or you are referenced in media and social media on topics that are relevant to our forest management*, we may record articles that include information about you or comments you have made or in which you have been mentioned, including words, photos or video.

In some cases, where it makes sense and is lawful, you can interact with us anonymously or using a pseudonym. However, in many cases it may be impractical for us to assist you if you wish to remain anonymous or use a pseudonym, and we will inform you if this is the case.

It's your choice whether to provide your personal information. However, if the personal information you provide is incomplete or inaccurate, it may take longer for us to provide you with services, to satisfy your request or enquiry or we may not be able to do so at all.

Unless you have shared it with us in relation to an enquiry or complaint you would like us to investigate or resolve, we do not generally collect sensitive information, such as information relating to your health. However, if you have shared sensitive information with us, we will seek your consent to record it, unless the law allows us to collect it without your consent.

It is not very common, but sometimes we receive personal information unintentionally. If this occurs, we will protect the unsolicited personal information in the same way as we treat personal information that we intended to collect. If we could not have collected this information through our normal processes, we will delete or de-identify the information as soon as practicable after we become aware of it.

Why we collect, hold, use and disclose personal information

We use this information to meet our commercial, legal and audit obligations and to enable us to conduct our business and protect our assets. It also allows us to keep you up to date with our activities, advise you when we may be working in your area and to improve how we do business.

How we collect personal information

We will collect personal information directly from you where this is reasonable and practical. We gather this information in person, over the telephone, by email, through written correspondence or hard copy and electronic forms, through our website, using electronic systems such as mobile applications and through surveillance cameras.

We may also collect personal information from public and third-party sources. Public sources include information freely available in public documents, publications, the media, websites and social media channels. Examples of the people or organisations who may provide us with information are:

- people authorised by you;
- employers (for example if you are working for a contractor who performs services for us);
- government departments (such as the Department of Agriculture and Fisheries or Queensland Parks and Wildlife Service);
- publicly available sources of information (such as land databases, telephone directories and business registers); and
- credit reporting or reference agencies.

How might we use and disclose your personal information

We only use or disclose your personal information for the purposes for which it was collected (as set out above). We may disclose your personal information to:

- our directors and officers;
- our suppliers' service providers who assist us in operating our business (including technology service providers, our insurers and auditors);
- local and state government agencies for the purposes of planning to minimise impacts, resolving complaints and for fire protection; and
- stewardship auditors for our accreditation to the Responsible Wood® (RW1-21-3) and Forest Stewardship Council® (FSC®-C107541) certifications.

The law may permit or require us to use or disclose personal information for other purposes, for example where:

- you have consented;
- you would reasonably expect us disclose the information and the purpose is related to the purpose of collection;

- a permitted general situation exists (such as, where we take action in relation to suspected unlawful activity or serious misconduct);
- the disclosure is otherwise required or permitted by law; and/or
- the disclosure is reasonably necessary for an enforcement activity by an enforcement body.

We will not add any details from your email to a mailing list and will not disclose these details to third parties, except those listed above, without your consent, unless required by law.

How we hold and protect your personal information

We hold your personal information in different ways, including in paper and electronic form. We will endeavour to take all reasonable measures to ensure that your personal information is secure. These measures include instructing our staff who handle personal information to respect the confidentiality and privacy of individuals and the associated information. All computer based information is stored on secure servers that are protected in controlled facilities. In addition, all our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.

We keep personal information only for as long as it is required for business purposes or by law. We destroy personal information in a secure manner or de-identify it when we no longer need it.

How you can access information we hold about you

You may request access to the personal information we hold about you. Please ensure that you clearly identify the types of information requested.

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, up to date and complete. You can help us keep your information up to date by letting us know about any changes to your personal information. Please contact us if you believe that the information we hold about you requires correction or is out of date.

To ensure your privacy is properly protected we will ask you to verify your identity before we give you access to your information or correct it. We will comply with any such request except where the law allows us to refuse to do so.

If a request for access or correction is refused, we will give you a reason for the refusal. If we refuse a request for correction you may ask us to include a statement with the information, that you believe the information is incorrect and why.

Our website

To improve our services, we sometimes collect de-identified information from web users. The information collected does not identify an individual but does help us to analyse and improve our web services.

When you visit our website, a record of your visit may be logged and the following data may be supplied by your browser:

- your operating system (e.g. type of browser, platform and screen resolution);
- your traffic patterns through our site (e.g. the date, time, length of your visit and pages accessed, documents downloaded and previous page visited); and
- your IP address and/or domain name.

We use this information to customise our website for visitors and to collect data for analysis, quality control, administration and improving the website. It is not used for any other purposes. Aggregated data may be shared for this purpose.

We may use cookies when collecting this information. You can stop your browser from accepting new cookies or disable cookies altogether by changing your browser preferences.

We (and our authorised service providers) may monitor email traffic for system trouble shooting and maintenance purposes.

No attempt will be made to identify your personal details except in connection with an enforcement related activity by an enforcement body.

Our website uses current security protocols for securely transmitting information across the internet.

Links to other websites

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures. We recommend you review policies of any linked websites when using their website.

Social networking sites

We use social networking services such as Facebook and LinkedIn to communicate with the public about our business. When you communicate with us using these services we may collect your personal information to help us communicate with you. The social networking service will also handle your personal information for its purposes. These sites have their own privacy policies.

How you can contact us about privacy

If you want to request access or correct your personal information, ask a question or make a privacy related complaint, you can contact us during business hours:

- by email: privacy@hqplantations.com.au; or
- in writing: General Counsel, HQPlantations, PO Box 785, North Lakes QLD 4509.

Please provide as much detail as possible.

We respond to requests within a reasonable period, usually within 30 days. If the matter is more complex and our investigation will take longer, we will let you know including when we expect to provide our response.

Any complaints should be submitted in writing. We will try to resolve any complaints as soon as reasonably practicable.

If you are not satisfied with how we handle your enquiry or complaint, you may contact the Office of the Australian Information Commissioner:

- by telephone: 1300 363 992; or
- by email: enquiries@oaic.gov.au

For more information about privacy issues in Australia and protecting your privacy visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

About this policy

This is our current privacy policy. It governs any personal information previously collected and currently held by us. We may vary this policy from time to time, however the most recent version is always available on our website www.hqplantations.com.au. A printed copy may be obtained free of charge upon request.

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