



ChemClear Registrations Privacy Policy

ChemClear is committed to supporting the 'National Privacy Principles for the Fair Handling of Personal Information' which set clear standards for the collection, access, storage and use of personal information which we obtain as part of our program operations.

Our respect for our customers' right to privacy of their personal information is paramount. We have policies and procedures to ensure that all personal information, no matter how or where it is obtained, is handled sensitively, securely, and in accordance with the National Privacy Principles.

This Privacy Policy sets out:

- Matters of which you should be aware regarding information we may collect about you.
- Our policies on the management of personal information, and
- Generally, what sort of information we hold, for what purposes, and how we collect, hold, use and disclose that information

What personal information do we collect and store?

So that we can provide services to you, we will ask for personal details such as your name, address, telephone number and/or e-mail address. Some examples of where we may need these details are:

- On-line registrations
- 1800 booking line registrations
- Fax Back Inventory Form registrations
- Quotations for removal of chemicals

Privacy law requires us to collect personal information about you only from you if it is reasonable and practical to do so.

ChemClear takes measures to ensure your personal information is protected from un-authorized access, loss, misuse, disclosure or alteration. We also take measures to destroy or permanently de-identify personal information when it is no longer required. The types of measures we take vary with the type of information, and how it is collected and stored.

Generally, you have no obligation to provide any information requested by us. If you choose to withhold requested information however, we may not be able to provide you with the services that depend on the collection of that information.

How is personal information used?

The personal information that we ask for is generally used to provide services to you. For example, for a pick up of your chemicals we need your contact details including your physical address, address where chemicals are stored, email address if available and contact telephone numbers. If the chemicals you

have registered fall under our Group 2 scope and require payment we may require your credit card details if that form of payment is undertaken.

We may also use your personal information in other ways to provide you with superior service. This may include using your personal information to advise you of updates on the program including SMS messaging. You have the right to tell us that you do not want us to send information to you other than for the main purpose for which we have collected your personal details.

Where possible, we try to ensure that our disclosure of information to other organisations (for example program partners, local and state government, researchers, and others with whom we have stakeholder relations) is in a way which does not personally identify individuals. For example we may use the lt/kg weights of chemicals registered in a Shire locality to assess volumes of agvet chemicals in Local Government areas.

Access to your personal information

We will provide you with access to any of your personal information we hold (except in the limited circumstances recognised by privacy law).

If you require access to your personal information, please e-mail chemclear@chemclear.com.au. Of course, before we provide you with access to your personal information we will require some proof of identity.

If you need to update your information (eg. if you change your address), please contact the ChemClear registration line on 1800 008 182 to which you supplied that information so we can make the appropriate changes.

More information

More information about Privacy law and the National Privacy Principles is available from the Federal Privacy Commissioner at <http://www.privacy.gov.au/>.