

1. Scope of this policy

This credit privacy policy applies to current and former credit customers Ixom Operations Pty Ltd (Ixom) and its related entities within Australia, as well as to other relevant individuals we deal with in connection with credit we provide (such as guarantors and directors).

This credit privacy policy applies in addition to the Ixom Privacy Policy. We recommend you read this credit privacy policy in conjunction with the Ixom Privacy Policy, which is available here <http://www.ixom.com/privacy-statement>

2. Status and nature of this policy

This policy explains how Ixom and its related entities within Australia deal with certain types of credit-related personal information which is regulated by Australian privacy law. This policy details the types of credit-related personal information we collect, how we may use that information and who we allow to access it.

In addition to this credit privacy policy we will on occasion provide specific notifications about how we use particular credit-related personal information that we collect.

If you have any questions relating to this credit privacy policy please contact our General Counsel Chemicals.

3. The Credit Reporting System

If an individual, or company of which an individual is a director, applies to us for a Commercial Credit Account (credit terms) in connection with the supply of equipment, products or services under our Conditions of Sale (or an individual applies to us to provide a guarantee for a credit terms) we may obtain a report about the individual's commercial credit activities and credit worthiness from a business that provides reports of that kind.

We may also obtain a report about the individual's commercial credit activities and credit worthiness from a business that provides reports of that kind, if an individual, or company of which an individual is director, has been provided with credit terms, or has provided a guarantee for credit terms.

We do not obtain consumer credit reports about individuals from credit reporting bodies in connection with credit terms that have been applied for or provided (or for which a guarantee has been offered or provided) or in connection with our collections activities.

4. What types credit-related personal information we collect

The types of credit-related personal information about an individual that we may collect includes:

- information contained in commercial credit reports, which includes information about commercial credit history with other credit providers
- identification information, including current and prior names and addresses, any known alias, date of birth, gender, current or last known employer and driver's licence number
- bank account details
- financial information
- court proceedings information, which includes information about a judgement against an individual that relates to any credit that has been provided to, or applied for, by the individual
- personal insolvency information
- certain publicly available information
- scores, ratings, summaries, evaluations and other information relating to an individual's commercial credit worthiness which is derived by us or by others wholly or partly from any of the information above

5. How we collect and hold credit-related personal information

We may collect credit-related personal information about individuals in a number of ways including directly from an individual and from other sources:

- by using written forms
- through contact over the telephone, mobile or other messaging technology
- via the internet
- in person
- internally, through the use of individuals' credit terms, for example, an individual's payment performance on credit terms
- from businesses that provide commercial credit reports

If we are unable to obtain credit-related personal information about an individual it may affect our ability to provide them with equipment, products or services or further information they have requested.

We, or service providers on our behalf, may hold credit-related personal information about individuals in computer systems, electronic form, digital records, or in paper files.

6. Collection, use and disclosure of credit-related personal information

We may collect, hold, use and disclose individuals' credit-related personal information as reasonably necessary for our business purposes and as permitted by law. Our purposes may include to:

- assess whether to provide an individual, or an entity associated, with credit or to accept an individual as a guarantor for credit applied for by another person

- derive scores, ratings, summaries and evaluations relating to an individual's credit worthiness (which are used in our decision-making processes and ongoing reviews)
- manage credit we provide
- develop our products and services and to maintain and develop our systems and infrastructure
- collect overdue payments
- undertake debt recovery and enforcement activities, including in relation to guarantors
- deal with complaints and meet legal and regulatory requirements

Some credit-related personal information may only be used or disclosed under the Privacy Act for some of these purposes or in some circumstances.

We may also collect or disclose credit-related personal information about individuals from or to any entity where that collection or disclosure is required or authorised by law.

We may disclose an individual's credit-related personal information:

- on a confidential basis to other Ixom entities within and outside Australia, our agents, contractors or third party service providers that provide financial, legal, administrative or other services required in connection with the operation of our business; or
- if they consent to the disclosure

We may also use or disclose credit-related personal information about an individual for any other permitted purposes notified to the individual at or around the time we collected the information.

7. Overseas disclosure

For the purposes explained in this policy, credit-related personal information may be disclosed to Ixom's related entities (including service providers operating on their behalf) and third parties in other countries. We will only disclose credit-related personal information to overseas recipients in accordance with the applicable privacy laws.

We may disclose your personal information to recipients in a number of countries, including , Republic of China (including Hong Kong and Taiwan), Fiji, India, Indonesia, Japan, Kazakhstan, Malaysia, New Zealand, Papua New Guinea, Philippines, Singapore, Thailand, Turkey, Vietnam, Austria, Belgium, Bulgaria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Ghana, Italy, Norway, Poland, Portugal, Romania, Russia, Senegal, Slovakia, South Africa, Spain, Sweden, Switzerland, Tanzania, Ukraine, United Arab Emirates, United Kingdom, Zambia, Argentina, Bolivia, Brazil, Chile, Colombia, Peru, Venezuela, Canada, Mexico and United States of America.

8. Information security

We take reasonable steps to protect credit-related personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

We take reasonable steps to ensure credit-related personal information is stored securely whether in an electronic or physical form. For example, only staff needing access to the credit-related personal information are allowed access. Credit-related personal information is stored in secured premises or in electronic databases requiring logins and passwords.

9. Access and correction

An individual can request access at any time to credit-related personal information we hold about them. We will process their request within a reasonable time. There is no fee for requesting access to their information, however we may charge them the reasonable cost of processing their request. An individual may ask us at any time to correct credit-related personal information held by us about them, which they believe is incorrect or out of date.

We take reasonable steps to ensure that all credit-related personal information we hold about an individual, which we collect, use or disclose is accurate, complete, up to date and relevant.

10. Complaints

If an individual is concerned that we have not complied with our obligations that apply to dealing with credit-related personal information under Australian privacy laws, they may bring a complaint internally through our complaints process.

An individual can make a complaint through our internal complaints process by contacting us at the details set out in section 11 of this policy. Complaints will be investigated and will be assessed with the aim of resolving any issue in a timely and efficient manner. We will need the individual to cooperate with us during this process and provide us with relevant information we may require.

We expect our procedures will deal fairly and promptly with complaints. However, if an individual remains dissatisfied, they can also make a formal complaint to the Office of the Australian Information Commissioner (www.oaic.gov.au) (which is the regulator responsible for privacy in Australia).

11. Contact details

If you have any questions or concerns about our privacy policy or practices, please contact:

General Counsel Chemicals
Nik Andersen
Telephone: 61 3 9906 3026
Email: nik.andersen@ixom.xom