

CP17. PRIVACY POLICY

Rondo Building Services respects your privacy and is committed to protecting the privacy of your personal information and is bound by the National Privacy Principles (Principles) contained in the Commonwealth Privacy Act. In summary, the Principles describe 'personal information' as information (or an opinion) relating to an individual that can be used to identify that individual.

Why does Rondo collect personal information?

Rondo is a major manufacturer and supplier of building materials and roadside products. Rondo may directly or indirectly collect personal information in the ordinary course of conducting its business.

What kind of personal information does Rondo collect and how does Rondo collect it?

Rondo generally collects and holds personal information about:

- Our employees
- Contractors who provide services to Rondo
- Our customers
- Our suppliers
- Job applicants and
- Other people who may come into contact with Rondo

The type of information we collect varies, depending on the purpose, and may include (but is not limited to) name, address, contact details, credit information and marketing information. This information may be obtained by way of forms filled out, information provided in person or by telephone by the individuals themselves, or from a third party (for example, a reference).

How do we use personal information and to whom may we disclose it?

In general, Rondo uses personal information to:

- Conducts its business
- Provide products or services that have been requested
- Maintain relationships with suppliers and contractors
- Communicate
- Provide ongoing information about Rondo products and services to Rondo customers and
- Comply with legal obligations

Depending on the product or service concerned, personal information may be disclosed to:

- Rondo's shareholder companies, CSR and Boral and any related or associated companies.
- Service providers and specialist advisers to Rondo who have been contracted to provide Rondo with administrative or other services.
- Insurers, credit providers, courts, tribunals and regulatory authorities as agreed or authorised by law
- Credit reporting or reference agencies or insurance investigators or
- A person authorised by an individual.
- Organisations that may be involved in any transfer or sale of all or part of our assets or business or involved in any of our risk management or funding requirements.

Generally, we require that organisations outside Rondo who handle or obtain personal information as service providers to Rondo acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the Principles and this policy.

In most cases, if you do not provide information about yourself that Rondo has requested, Rondo may not be able to provide you with the relevant product or service.

How do we treat sensitive information?

The Privacy Act defines 'sensitive' information as information about a person's racial or ethnic origin, religion, membership of political bodies, trade union or other professional or trade association, sexual preferences, criminal record or health.

Sometimes it may be necessary to collect sensitive information. If you provide Rondo with sensitive information, it is Rondo's policy that this information will be used and disclosed only for the purpose for which it was provided or another directly related purpose, unless you agreed otherwise, or unless use or disclosure of this information is allowed by law.

The way we use tax file numbers and information received from a credit reporting agency about an individual is also restricted by law.

How do we manage personal information?

Rondo trains its employees who handle personal information to respect the confidentiality of that information and the privacy of individuals and to ensure ongoing compliance with the NPP's.

How do we store personal information?

Rondo is required by the Principles to safeguard the security and privacy of your information, whether you interact with us personally, by telephone, mail, over the internet or other electronic medium. This includes an obligation to take reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

Rondo maintains sophisticated I.T. systems to keep its records on master files and has security measures design to protect against the loss, misuse and/or the unauthorized alteration of the information under its control.

The Principles also require Rondo not to store personal information longer than necessary. Where Rondo no longer requires any personal information that we hold, we will destroy that personal information or remove details which may identify individuals.

How do we keep personal information accurate and up-to-date?

Rondo seeks to ensure that the personal information it holds is accurate and up-to-date. We realise that this information changes frequently with changes of address and other personal circumstances. We encourage you to contact Rondo as soon as possible in order to update any personal information we hold about you. Rondo contact details are set out below:

Can you check what personal information about you is held by us?

You may obtain access to any personal information which Rondo holds about you, unless one of the exceptions in the Principles applies.

To make a request to access information Rondo holds about you, please contact Rondo in writing. Rondo will require you to verify your identity and to specify what information you require. Rondo may charge a fee to cover cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

What if you have a complaint?

If you consider that any action of Rondo breaches this privacy policy or the National Privacy Principles, you can make a complaint. In the first instance, please direct your complaint to the particular Rondo Branch concerned – they are likely to be in the best position to deal with the matter quickly and effectively. Each Rondo branch has an officer appointed to handle complaints.

If the particular Rondo branch is unable to deal with a privacy complaint to your satisfaction, please contact the National HR Advisor by email, phone, facsimile or post. Rondo endeavours to respond promptly to complaints.

How do you contact us?

National HR Advisor Rondo Building Services Pty Ltd P O Box 324 St. Marys 1790	Tel: 02-99127393 Fax: 02-99127361 Email: privacy@rondo.com.au
Rondo Building Services Pty Ltd 12-14 Dunlop Road Mulgrave, VIC 3170 Tel: 03-85612222 Fax: 03-85612266 Email: vic@rondo.com.au	Rondo Building Services Pty Ltd Lot 512, Binary Street Yatala, QLD 4207 Tel: 07-32874944 Fax: 07-32871881 Email: qld@rondo.com.au
Rondo Building Services Pty Ltd 39 George Street Greenfields, SA 5107 Tel: 08-82605566 Fax: 08-83495449 Email: sa@rondo.com.au	Rondo Building Services Pty Ltd 5 Hazelhurst Street Kewdale, WA 6105 Tel: 08-93532944 Fax: 08-93532955 Email: wa@rondo.com.au
Rondo Building Services Pty Ltd 117A Captain Springs Road Onehunga, Auckland, NZ Tel: +64-9-6365110 Fax: +64-9-6365111 Email: newzealand@rondo.com.au	Rondo Ezy-Drive 57-87 Lockwood Road, Erskine Park, NSW, 2759 Tel: 1300 137742 Fax: 1300 137743 Email: jim.baylis@rondo.com.au

Updates to this Policy

This privacy policy will be reviewed from time to time to take account of new laws and technology changes to our operations and practices and the changing business environment. All personal information held by Rondo will be governed by Rondo's most recent policy. If you are unsure whether you are reading the most current version, please contact us.



Greg Thomas
EXECUTIVE GENERAL MANAGER

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Rev 3