

Reference:	MG-I-SD-520
Revision A	01.04.19

PRIVACY POLICY

1. Our commitment to your privacy

Moregas and its subsidiary companies value the privacy of individuals and are committed to safeguarding the information it receives in connection with our business activities. We will always handle the Personal Information you have supplied to us with great caution and care. Your information will be used to enable us to provide you a service, process and deliver your order or perform similar business functions.

This document (our **Privacy Policy**) outlines how we collect, use and manage Personal Information about an individual or company. We may update or change our Privacy Policy from time to time, including to take into account new or amended laws, new technology or changes to our operations. If we do so, we will publish the updated Privacy Policy on our website. All Personal Information held by us will be governed by our most recently updated Privacy Policy.

2. What is Personal Information?

Personal Information is defined in Australia by the Privacy Act 1988 as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

3. Why we collect Personal Information?

We collect Personal Information that is reasonably necessary to conduct our business activities. Generally, Personal Information will be used for dealing with: your contractual obligations to us; your requests and enquiries or our sales and marketing activities. We may collect and hold Personal Information so that we can:

- identify you and conduct appropriate checks, including credit checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services and systems, including the management and administration of an account;
- assess, investigate and process any instances of loss, theft or damage, arising out of the use or hire of our equipment;
- recruit, manage, train and develop our employees and representatives;
- manage complaints and disputes, and to report to dispute resolution bodies; and
- get a better understanding of you, your needs and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services through the ways that we communicate with you.

Personal Information collected will differ depending on the purpose of collection.

By sending emails, you will be providing us with certain Personal Information which may include your name and contact details. This information is collected by us for the purpose of dealing with your request. We may not be able to deal with your request without collecting this information from you.

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When it is reasonable or practicable to do so, we will collect your personal information directly from you. For example, we may collect Personal Information from you in the following ways:

- when you provide us with Personal Information by telephone or email;
- when you access our website;
- when you complete a form; and
- during conversations or any interaction between you and our representatives.

We may collect credit information about you from a third party such as a credit report.

4. How will we use and disclose Personal Information?

We will generally use, collect, hold or disclose Personal Information about you for the purpose it was collected, which include:

- providing you with products and services and to send communications requested by you;
- obtaining credit history information about customers and potential customers;
- tailoring our communications to you;
- sending information about future events, promotions, regular email communications or newsletters (both electronic and hardcopy) outlining news, services, products or events;
- conducting business processing functions;
- our internal administrative, marketing and planning requirements;
- compiling and reporting statistics using de-identified information; and
- purposes that are expressly permitted under any agreement with you.

We may disclose your Personal Information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operating our website; conducting our business activities; fulfilling requests by you; or to provide products and services to you;
- suppliers and third parties with whom we have commercial relationships, for business, marketing and related purposes;
- other organisations for authorised purposes with your consent; and
- debt collectors when payments are overdue.

We may share Personal Information with related companies or with contractors performing services for us. In these instances, we will use reasonable endeavours to ensure that these organisations comply with this Privacy Policy.

We may use Personal Information for direct marketing or to advise an individual about new services and marketing initiatives that may be of interest to them.

These communications may be sent in various forms, such as mail, SMS, fax and email, and social media in accordance with applicable laws. By submitting your Personal Information to us, you consent to us using your personal information for direct marketing purposes. Any direct marketing material will include a notice allowing you to nominate if you do not wish to receive further direct marketing communications. You can also opt-out of receiving marketing communications from us by contacting us in writing as detailed below.

By mail: Privacy Compliance Officer
Moregas Pty Ltd
Level 2, Gasworks Plaza, 76 Skyring Terrace
Newstead, QLD 4006

By Email: info@moregas.net.au

5. Information Collected via our Website

To ensure we are meeting the needs and requirement of our website users, and to secure and develop our online services, we may collect information by various means including via system log files and cookies. Cookies are unique

identification numbers that are placed on the browser of our website users. The cookies do not in themselves identify users personally, but are linked back to a database record about them.

When a user visits our site a cookie may be placed on their machine. Where a user has visited us before, the cookie may be read each time they re-visit the site. We do not use this technology to access any other personal information of a user in our records and a user cannot be personally identified from a cookie.

We may use cookies to track use of our website, and to compile statistics on visits to the site in an aggregated form. We may use log files to review the security and performance of our websites. Cookies and log files may contain information such as the:

- username you have used to access a secure area of our website which requires authentication by you;
- address of the user's server;
- top level domain of the user (such as .com or .au);
- date and time of a user's visit;
- pages a user accessed and downloaded;
- search engine a user used; and/or
- type of browser that was used.

6. How we Store and Manage your Data?

The internet is an insecure medium and users should be aware that there are inherent risks transmitting information across the internet. Unencrypted information submitted via email or web forms may be at risk of being intercepted, read or modified.

From time to time, Personal Information may be held on or within internal and external systems including public and private clouds and we will take reasonable steps to protect the Personal Information we hold from misuse and loss, interference and from unauthorised access, modification or disclosure. We may also store your data in hard copy.

We will securely de-identify or dispose of Personal Information when we have no further need to use it, or when we are required by law to do so.

7. Email Security

Any emails you send may be automatically examined and filtered for unacceptable content which may result in your email or attachments being held for review. Our IT administrators may have access to your emails to authorise the content for security purposes only and not thereafter.