

Healthzone Group Privacy Policy

This Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, disclosed, used, stored and/or otherwise handled by Healthzone Limited (ACN 118 715 772) and its related companies ("Healthzone"). The Policy relates to personal information collected by any means and by any technology.

Healthzone treats the handling of your personal information very seriously. To that end, Healthzone has systems and procedures in place to protect your privacy in relation to the handling of your personal information.

Healthzone abides by the National Privacy Principles, which provide a scheme in relation to the collection, disclosure, use and storage of personal information. Healthzone's objective is to handle information responsibly and provide you with some control over the way information about you is handled.

1. Collection of Personal Information

Personal information is information or opinion from which an individual's identity may be ascertained. The nature of personal information collected by Healthzone generally comprises an individual's name and contact details (including address, phone, fax and e-mail). Such personal information is collected for the purposes of arranging, conducting and promoting Healthzone activities.

Healthzone may also collect other types of personal information from time to time, and will inform you upon collecting such information the purpose for which it is being collected.

Healthzone does not collect personal information unless it is necessary to perform one or more of its functions and activities. On occasion, some of this personal information may be sensitive and Healthzone will only collect it with your consent or when required to by law.

Healthzone will destroy personal information when it is no longer required for such functions and activities.

Healthzone will generally collect personal information from you directly. For example, Healthzone may collect personal information via telephone or letter, or when you attend a function or event, enter a competition, provide a resume or enter an agreement.

There may be other occasions when Healthzone needs to source personal information from an external third party. For example, Healthzone may collect personal information from credit agencies when establishing a credit account. Healthzone may also collect personal information regarding potential employees from temp agencies or recruitment agencies. Healthzone may also collect personal information from call centres involved in running competitions for Healthzone.

2. Use & Disclosure of Personal Information

Personal information provided to Healthzone may be shared with related companies within Healthzone, where it will be kept strictly confidential and will only be disclosed on a need to know basis.

Healthzone will use and disclose your personal information for the purpose for which the personal information was initially collected.

Healthzone may also use that personal information for a purpose related to the initial purpose of collection if that other purpose would be within your reasonable expectations. Related purposes might include internal auditing and administration, adding your name to a contact list, guest list or invitation list or helping us to identify production and broadcast activities which may be of benefit or interest to you.

Healthzone will not use or disclose your personal information for any other purposes without first obtaining your express or implied consent. Healthzone may however be required to disclose your personal information without your consent if the disclosure is:

- a. required or authorised by law;
- b. required in order to investigate an unlawful activity;
- c. required by an enforcement body for investigative activities; or
- d. necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health or safety.

Generally, Healthzone will retain your personal information within Australia and not use or disclose it overseas. However, on some occasions the information may need to be transferred overseas in order to perform one of Healthzone's functions or activities. In these circumstances, Healthzone will either obtain your express or implied consent or will use its best endeavours to ensure that your personal information will receive protection similar to that which it would have if the information were in Australia.

As like most business organisations, Healthzone relies on third party suppliers who are contracted to conduct specialised activities such as insurance broking, vehicle and petrol supply, supply of equipment, engineering services, security services and travel and hospitality services. While personal information may be provided to these suppliers in order to enable them to perform the agreed tasks, Healthzone will make every effort to ensure that the supplier handles the personal information in accordance with the National Privacy Principles and confidentiality principles. Healthzone will require all such suppliers to provide privacy undertakings and enter confidentiality agreements.

3. Direct marketing

From time to time Healthzone may use your personal information to identify products and/or services which may be of interest to you to send you information regarding Healthzone's programs and products, and those available through Healthzone's business partners.

If you do not wish to receive direct marketing information, please let Healthzone know. Healthzone will take immediate steps to ensure that you do not receive any direct marketing information in future.

4. Personal Information Quality

Healthzone's objective is to ensure that all personal information collected by Healthzone is accurate, complete and up-to-date. To assist Healthzone in achieving its objective, please contact the Privacy Officer if any of your details change. Further, if you believe that the information Healthzone holds is not accurate, complete or up-to-date, please contact the Privacy Officer in order to have the information corrected.

5. Personal Information Security

Healthzone is committed to keeping your personal information secure, and we will take all reasonable precautions to protect your personal information from unauthorised access, loss, misuse or alteration.

Your personal information may be stored in hard copy documents, or electronically on Healthzone's software or systems.

Healthzone maintains physical security over its paper and electronic data stores, such as locks and security systems. Healthzone also maintains computer and Healthzone security using passwords to control and restrict access to authorised staff for approved purposes. Where information is particularly sensitive, the information is overwritten and then manually deleted.

6. Access to Personal Information

You may request access to the personal information Healthzone holds about you.

The procedure for gaining access is as follows:

- a. All requests for access to your personal information must be made in writing and addressed to the Privacy Officer.
- b. You must provide as much detail as possible regarding the business entity, department or person to whom you believe your personal information has been provided, and when. This will allow Healthzone to process your request faster.
- c. Healthzone will acknowledge your request within 14 days, and access will usually be granted within 14 days, or if it is more complicated, 30 days. Healthzone will inform you if this timeframe is not achievable.
- d. You will be asked to verify your identity.
- e. A fee may apply to such access in the event that a request for access is onerous or time consuming. Such a fee will cover staff costs involved in locating and collating information, and reproduction costs.
- f. Depending on the circumstances, you may be forwarded the information by mail or email, or you may be required to personally inspect your records at the appropriate place.
- g. You will be given the opportunity to correct any personal information which is no longer accurate.

In some circumstances, Healthzone may not be in a position to provide access. Such circumstances include where:

- a. access would create a serious threat to safety;

- b. providing access will have an unreasonable impact upon the privacy of other individuals;
- c. denying access is required or authorised by law;
- d. the request is frivolous;
- e. legal proceedings are underway;
- f. negotiations may be prejudiced by such access; or
- g. access would reveal a commercially sensitive decision making process.

If Healthzone denies access to your personal information, it will provide you with reasons in writing.

7. Changes to This Policy

Healthzone may change this Policy from time to time for any reason and will update the Policy accordingly.

8. Complaints

If you believe that your privacy has been infringed you are entitled to complain. All complaints should initially be in writing and directed to the Privacy Officer. Healthzone will respond to your complaint as soon as possible, within 14 working days, to let you know who is responsible for managing your query. Healthzone will try to resolve the complaint within 30 working days. When this is not possible Healthzone will contact you to provide an estimate of how long it will take to handle the complaint.

If you believe Healthzone has not adequately dealt with your complaint, you may complain to the Privacy Commissioner whose contact details are as follows:

Officer of the Federal Privacy Commissioner
133 Castlereagh Street
Sydney NSW 2000
02 9284 9800
www.privacy.gov.au

9. Privacy Officer's Contact Details

Please address all written correspondence to:

Privacy Office, c/- Legal Department
Healthzone Limited
316 Horsley Road
MILPERRA NSW 2214
Tel: (02) 9772 7181
Email: admin@healthzone.com.au