



PORTERS

GENERAL PRIVACY COLLECTION STATEMENT

Porters is committed to protecting the privacy of your personal information. You can access our full privacy policy at www.porterscando.com.au/privacy-and-disclaimer.html.

The primary purpose we collect personal information from you is to provide you with the products and services you have requested from us. For example, this might include:

- supplying you with building supplies;
- supplying you with hardware and lifestyle supplies;
- supplying you with plumbing supplies;
- providing you with glass and fabrication services;
- supplying or providing you with truss and frame products or services; and
- providing with you any other products or services connected to our business as a full scale building supply and hardware business.

If we are also collecting your credit information, the primary purpose for which we are collecting that information is to assess your eligibility for credit. We may also use or disclose your personal information for other purposes such as to keep records of transactions, to provide you with an enhanced customer service, to inform you of new products, services, events and other marketing material or for delivery purposes.

Our usual process of collecting personal information is to collect the personal information directly from you (such as by email, telephone, in our store, on our website or on forms). We may also collect personal information from other sources, such as third party suppliers, credit reporting bodies (Veda), from the Building Industry Credit Bureau, through our insurance broker, National Credit Insurance (Brokers) Pty Ltd, other credit providers or from your business.

The information is usually collected before and during the course of providing the products or services for you.

If you do not provide us with the requested information, we may not be able to provide you with the products or services or provide you with credit. It may be possible for you to provide us with some but not other personal information (for example, when making general enquiries with us).

In limited circumstances, your personal information might be disclosed to other entities, such as government bodies, our suppliers and partners, business support service providers and other third parties in connection with us providing you with the products or services. In the case of credit information, we might disclose this information to the Building Industry Credit Bureau or National Credit Insurance (Brokers) Pty Ltd in limited circumstances.

We do not disclose personal information to overseas entities aside from our cloud provider, Microsoft 365, which is primarily located in Singapore and Hong Kong. We will take reasonable steps to ensure that any overseas entities use the personal information in a way that is compliant with the Australian Privacy Principles and other relevant privacy laws.

Our detailed privacy policy (www.porterscando.com.au/privacy-and-disclaimer.html) includes further information on how you can access and seek correction of your personal information and how you can complain about a breach of your privacy. The policy also contains information about how we will deal with a complaint.

If you have any concerns about the privacy of your personal information, please contact our Privacy Officer (Gavan Porter) on (07) 4967 3314 or by email at mail@cporter.com.au.