Privacy Policy

Brisbane Markets Limited and its Related Bodies Corporate

Internal Use Only		
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1. Overview

In this privacy policy, the expressions "**BML**", "we", "us" and "our" are a reference to Brisbane Markets Limited ACN 064 983 017, Brisbane MarketPlace Pty Ltd (**BMP**) ACN 106 709 077, and its Related Bodies Corporate (as defined by s9 of the *Corporations Act 2001* (Cth)).

Brisbane Markets Limited (BML) is the owner and manager of the Brisbane Markets®, a site comprised of industrial, commercial, retail and retail market precincts. Approximately 150 businesses are based at this site occupying tenancies on long-term leases (Tenants). Over 4,500 people access the Brisbane Markets on Business Days (Monday to Friday) and approximately 5,000 people access the Saturday Fresh Market convened by BMP on each Saturday.

BML regulates site operations so as to promote the safe, effective and efficient operation of the Brisbane Markets. In our dealings with Tenants and other Market users, BML collects information for a range of purposes including without limitation applications for Tenancies, Access Cards and Licence Plate Recognition (LPR) Technology for access to secured areas of this site and enforcement of the site regulations, drug and alcohol testing, parking enforcement and registration forms for forklift operation.

This privacy policy applies to personal information collected by us. We are bound by the Privacy Act 1988 (Cth) (Privacy Act), which governs the way private sector organisations collect, use, keep secure and disclose personal information. This privacy policy does not apply to acts in respect of personal information which are not governed by the *Privacy Act 1988* (Cth). The information we provide in this privacy policy regarding our management of personal information is subject to exceptions or qualifications which are provided for in the *Privacy Act 1988* (Cth).

Words defined in the Brisbane Markets Regulations (which are referred to in this privacy policy but are not defined) are given the same meaning in this privacy policy. If there is any conflict or inconsistency between any definition and other provision in this privacy policy and in any other document, the definitions contained in this privacy policy prevail for the purposes of interpreting this privacy policy only.

This privacy policy informs people of:

- the types of personal information that BML collects;
- how and when BML collects personal information;
- how BML uses and discloses personal information;
- how BML keeps personal information secure, accurate and up-to-date;
- how you can access and correct your personal information; and
- how BML will facilitate or resolve a privacy complaint.

We take additional steps to give notice of some other matters regarding our collection of personal information. These matters may be specific to particular kinds of personal information. Such notice may be in separate forms or contract terms.

2. Personal information

The Privacy Act defines “personal information” to mean information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual whose identity is reasonably identifiable, from the information or opinion.

3. Sensitive information

3.1 What is sensitive information?

a. Sensitive information is a subset of personal information. It includes, but is not limited to, information or an opinion about an individual’s racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record or health information.

b. In general, BML attempts to limit the collection of sensitive information from you, but depending on the level and the type of activity that you intend to undertake at the Brisbane Markets, the uses you make of BML’s services and other circumstances that may arise at the Brisbane Markets, including (without limitation) emergencies, incidents, security requirements, random drug and alcohol testing, drug and alcohol testing as a result of incidents at the common areas of the Brisbane Markets premises and accidents, this may not always be possible. Accordingly, BML may collect sensitive information from you in order to carry out our services, maintain site security and safety and to undertake investigations relating to incidents at the Brisbane Markets. However, unless collection is required or authorised by law, we do not collect sensitive information from you without your consent.

c. The type of sensitive information BML may collect from you or record about you is dependent on the services provided to you by BML and will be limited to the purpose(s) for which it is collected. We do not use sensitive information to send you Direct Marketing Communications (as defined in paragraph 9 below) without obtaining express consent from you.

3.2 Consent to collection of certain types of sensitive information

BML may collect certain types of sensitive information where you have consented and agreed to the collection of such information.

Generally speaking, BML will obtain this type of consent from you at (or around) the time in which we collect the information. If you are an employee, potential employee or contractor who may provide services to BML or a Tenant of BML, we may be required to collect the following types of sensitive information from you:

a. the result of your criminal records check; and

b. other health or medical information,

but only to the extent that you volunteer such information or if it is necessary for, or incidental to, the purposes of collection set out in paragraphs 3.3 and 5.

3.3 BML may receive sensitive information about you from third party drug and alcohol testing agencies or health or medical practitioners if you undertake a drug or alcohol test (or both) as

directed by BML or your employer or principal. If BML receives such sensitive information, it may:

a. use that sensitive information:

i. to issue, suspend, revoke or renew permits, licences or approvals to work at this Site or with certain equipment, such as but not limited to Forklift Operator Permit;

ii. to record the results of random or incident drug and alcohol testing if you hold a permit, licence or approval affected by you being under the influence of banned substances;

iii. for the coordination, management and maintenance of site safety, good order and traffic management at the Brisbane Markets, which shall include but not be limited to protecting the rights and safety of any persons on the Brisbane Markets premises and BML;

iv. to investigate any accidents or incidents that may have occurred at the Brisbane Markets; and

b. disclose your sensitive information to:

i. law enforcement authorities, Government authorities and your employer or principal (who is in most cases, BML's Tenant); and

ii. third parties who may be assisting with investigations or reports regarding any accidents or incidents that have occurred at the Brisbane Markets,

and in doing so BML is not required to notify you or seek your additional consent

4. Collection of personal information

4.1 BML will only collect personal information that is necessary to facilitate us providing our services to you, together with the management and regulation of the Brisbane Markets. The personal information that is collected by BML is held within our own data storage devices or with a third party provider of data storage. The type of information BML may collect from you depends ultimately upon the purpose of the collection. The general purposes of the information we collect is described in paragraph 5 below.

4.2 In the event BML collects personal information from you, or a third party, in circumstances where we have not specifically requested that information (unsolicited information), and it is determined by BML (in its absolute discretion) that the personal information is not required, we will, as soon as practicable, destroy the information or ensure that the information is de-identified.

4.3 The type of information BML may collect from you includes (but is not limited to) the following:

a. your contact information including your first and last name, e-mail address, current postal address, delivery address (if different to postal address) and phone numbers, including mobile number;

b. details relating to your employment and employer (where applicable) and/or your previous employment and employer, which may include, but not be limited to, obtaining

your tax file number and superannuation details;

c. if applicable, details relating to your education, qualifications and any licences you hold;

d. your date of birth and proof of the date of birth (including, but not limited to, a birth certificate and photographic identification such as driver's licence or passport);

e. emergency contact details;

f. any sensitive personal information listed in paragraph 3.2;

g. any photographs or video/CCTV footage taken at any of BML's premises or its surrounding premises, which may include you;

h. if applicable, the result of any assessment that you may have undertaken online or at BML's premises as part of a compulsory BML site induction;

i. if applicable, details pertaining to your financial position, including any bank account details, personal assets, investments and liabilities;

j. if applicable, details including but not limited to, financial information relating to any properties you may own or have leased or subleased;

k. if applicable, details, including but not limited to financial details, relating to any companies you may be associated or involved with;

l. if you apply for a reserved car parking space allocation, or vehicle access into the Northern Industrial Precinct, the vehicle description and registration details for your nominated vehicle, allocated parking space, where relevant, , and sighting of your driver licence card, if requested;

m. if applicable, details regarding your licence to operate a forklift at the Brisbane Markets, including but not limited to any high risk work licence you are required to hold to operate high risk equipment, any high risk induction course and refresher course that you may be required to attend;

n. if applicable, details relating to any licenses, registrations or insurances that you are required to hold in relation to undertaking any tenancy you lease at the Brisbane Markets, any licensed area you licence at the Brisbane Markets, alterations, additions, fit-outs or installations at BML, whether for or on behalf of BML or any Tenant or subtenant at BML's premises;

o. if applicable, details of your Materials Handling Account;

p. if applicable, details of any applicable insurance policy or certificate as required under contractual agreements with BML or BML's Policies;

q. if applicable, confirmation as to whether a BML Access Card or LPR registration has previously been granted, suspended or confiscated from you;

r. if applicable, details of any incidents that occur on BML premises that is necessary for the investigation and prevention of such events;

s. if you are the driver of a vehicle involved in a crash on BML's premises, your name and address, the vehicle registration number, and any other information necessary to identify the vehicle;

t. if applicable, details relating to the shareholding and transfer(s) of shareholding that is necessary for the efficient trading, management and administration of BML;

u. if applicable, your opinions, statements and endorsements collected personally or by way of surveys and questionnaires, including but not limited to your views on the products and services offered by BML; and

v. where you request products or services from BML including without limitation any Tenancy Agreement, LPG supply or parking agreement, or BML is purchasing goods or services from you, then any relevant payment or billing information (including but not limited to bank account details, direct debit, credit card details, billing address, repayment information and invoice details).

4.4 As much as possible or unless otherwise provided under this Privacy Policy, BML will collect your information directly from you. Where BML collects details about you from someone else, BML will, whenever reasonably possible, make you aware that we have done this and why, unless:

a. such information is in relation to credit information received from third parties, such as credit reporting bodies;

b. such information consists of photographs or video footage taken at BML's premises or its surrounding premises and where we require such photographs or video footage for verification of your attendance at BML's premises or for legal or employment purposes;

c. such information is received from any credit, trade or personal referee you have listed on any application form with BML;

d. BML has collected this information from publicly available sources (such as court judgments, searches and social media); or

e. as otherwise required or authorised by law.

4.5 BML may also collect personal information about you from other sources, such as when you engage in certain activities, such as entering a contest or promotion, filling out a survey or sending BML feedback, BML may ask you to provide certain information or from publicly available sources (such as, internet searches and social media). It is completely optional for you to engage in these activities.

4.6 Depending upon the reason for requiring the information, some of the information BML requests of you may be identified as mandatory or voluntary. If you do not provide the mandatory data or any other information BML requires to facilitate its services to you, BML may be unable to effectively provide its services to you or grant you access to its premises.

4.7 If you use BML's website, BML may utilise "cookies" which enables us to monitor traffic

patterns and to serve you more efficiently on revisiting BML's website. A cookie does not identify you personally but may identify your internet service provider or computer. You may set your browser to notify you when you receive a cookie, which will provide you with an opportunity to either accept or reject it in each instance. In some cases, cookies may enable us to aggregate certain information with other personal information we collect and hold about you.

4.8 BML may gather your IP address as part of BML's business activities and to assist with any operational difficulties or support issues with BML's services. This information does not identify you personally.

5. How we may use and disclose your personal information

5.1 BML will only use or disclose your personal information in accordance with the primary purposes for which it was collected or for the uses and disclosures consented to below.

5.2 You consent to BML using and disclosing your personal information to facilitate a purpose in connection with:

a. if required, the verification of your identity;

b. the verification of your date of birth, if applicable;

c. the provision of BML's products and services to you, which include but are not limited to:

i. processing any infringement notices (and any appeals), complaints, permissions, requests and applications, and updating your records when necessary;

ii. managing your payments for BML's products and services, including charging, billing, credit card authorisation and verification, fraud and collecting debts;

iii. if applicable, performing checks for financial standing, credit-worthiness (including but not limited to undertaking an assessment for credit loss and obtaining credit references;

iv. offering you updates, discounts or other content or products and services that may be of interest to you; and

v. BML and its related entities communicating with you (using direct mail, telemarketing, email, SMS and MMS messages).

d. if applicable, processing of your application for any of the following:

i. an LPG account with BML;

ii. an Access Card to the Brisbane Markets;

iii. LPR vehicle access to the Brisbane Markets;

iv. parking at the Brisbane Markets, and providing access and parking controls;

v. operation a forklift at the Brisbane Markets, including confirmation of an induction program and refresher courses that an individual operating high risk equipment is required to attend;

vi. provision services to the Brisbane Markets and, or Tenants of the Brisbane Markets; or

vii. to book BML's Demonstration Kitchen, Training Rooms or Meeting Rooms;

e. issuing you with the appropriate passes, cards, permits or registrations, in accordance with any conditions of your entry to the Brisbane Markets (i.e. If your access is restricted to, or limited by, the days and hours of operation at the Brisbane Markets that BML determines from time to time);

f. if applicable, processing of any application, request or booking inquiry, and the renewal of any application, to carry out authorised Buyer activities at the Brisbane Markets;

g. facilitating the administration and management of BML, including but not limited to using your personal information collected in accordance with paragraph 4.1 in the administration and management of BML;

h. the trading, management and administration of shareholdings held by shareholders in BML, including:

i. processing expressions of interest relating to buying and selling shares in BML, contact you and provide you with information in relation to your submission;

ii. facilitating the process for selling and buying shares in BML; and

iii. notifying buyers and sellers of available shareholdings in BML;

f. creating, implementing and utilising BML's disaster management plan and BML's emergency SMS system;

g. if applicable, assessing your application together with any safe work method statement, to grant, suspend, revoke or renew your work permit, and any other relevant licences or approvals, in order to undertake work on the Brisbane Markets or with certain equipment, and may involve selecting you to participate in drug and alcohol testing and recording those test results;

h. providing you with medical treatment and responding to, and administering medical treatment in the event of a medical emergency, or as requested by you from time to time;

i. BML's Training Hub, including but not limited to the retention of any of your assessment results consequential to the completion of a compulsory site induction;

j. the processing of any application you have lodged with BML for the leasing, assignment, subleasing or renewal of a Tenancy Agreement for a Tenancy at the Brisbane Markets, which shall include but not be limited to obtaining details, or the confirmation of those details:

i. pertaining to your financial position, including any direct debit bank account details, personal assets and liabilities;

ii. relating to any properties you may own or have leased or subleased;

iii. relating to your trading history;

iv. relating to any company you may own or have owned, be associated or involved with or have a previous association or involvement, including but not limited to financial

details and checks on any former bankruptcy or association with any company that has entered into administration, receivership, liquidation or has been wound up; or

v. relating to reference checks from third parties, which shall include but not be limited to financial credit checks and other checks as referred to in paragraph a.a.i.ii), personal references, the average amounts spent with those parties from whom the references are obtained and whether, as an applicant, you complied with their credit terms;

k. if required, the verification of your employment with any Tenant or Subtenant at the Brisbane Markets;

l. monitoring compliance with car parking space allocations the parking conditions that apply to the Northern Industrial Precinct, and, if necessary, providing information on vehicle registration and driver details to Service Providers engaged by us to enforce parking compliance in relation to vehicles which are parking at BML's premises in contravention of the car parking conditions or without authorisation;

m. if applicable, the processing of any applications for any alterations, additions, fit-outs or installations at the Brisbane Markets, whether for or on behalf of BML or any Tenant or Subtenant at BML's premises, whether made by you or a third party;

n. if applicable, to provide you with:

i. services such as free Wi Fi in select precincts of the Brisbane Markets; and

ii. information about the Brisbane Markets via mobile applications, including the BML Portal App;

o. the coordination, management and maintenance of good order, health and safety, traffic management, cleanliness, environmental protection, waste management, pest management and security at the Brisbane Markets. This includes but is not limited to assessing the level of risk (if any) you may pose to others upon entry to the Brisbane Markets premises and then granting or refusing your entry to the premises in such circumstances, and protecting the rights, health and safety of BML, its personnel and other parties at the Brisbane Markets through the enforcement of the Brisbane Markets Regulations;

p. investigating and recording information regarding any accidents or incidents that may have occurred at the Brisbane Markets;

q. a crash that has occurred on BML's premises, including:

i. verifying the identity of the driver and any other people involved in the crash;

ii. investigating the crash, including reviewing CCTV footage;

iii. enforcing our legal rights against the driver, including but not limited to the right to recover damages if there is damage to BML property; and

iv. if necessary, making an insurance claim;

r. providing any information, CCTV recording or statement to third parties, including the Queensland Police Service or any other authority as the case may be in relation to any event or incident at the Brisbane Markets.

s. improving BML's services (including any initiative of BML to contact you about those improvements and asking you to participate in surveys about BML's services);

t. the maintenance and development of BML's services, business systems and infrastructure;

u. marketing and promotional activities undertaken by BML and its related bodies (including by direct mail, telemarketing, email, SMS and MMS messages) such as BML's Market Bulletins, and newsletters, including but not limited to BML's newsletters: Fresh News, Fresh Source, and Site Update;

v. providing customer service functions, including handling customer enquiries and complaints;

w. BML's compliance with applicable laws;

x. the sale, and matters in connection with a potential sale, of BML's business or company to a third party; and

y. any other matters reasonably necessary for BML to continue to provide its products and services to you.

5.3 In the circumstances listed in 5.2 above, BML may disclose your personal information (which may include sensitive information) to: BML's third party data hosting and IT service providers, BML's insurance providers, Government agencies (such as workplace health and safety bodies), unions or other employee representatives, or as otherwise required by law

5.4 BML may also use or disclose your personal information and in doing so BML is not required to seek your additional consent:

a. when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose;

b. if it is unreasonable or impractical to obtain consent to the use or disclosure and BML reasonably believes that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's (including your own) life, health or safety or to lessen or prevent a threat to public health or safety;

c. if BML has reason to suspect that unlawful activity has been, or is being, engaged in; or

d. if the use or disclosure is required or authorised by law.

5.5 In the event BML proposes to use or disclose such personal information other than for reasons in 5.1, 5.2, 5.3 above, BML will first seek your consent prior to such disclosure or use.

5.6 Any other use or disclosure BML makes of your personal information will only be as required by law or as permitted by the Privacy Act or by this privacy policy or otherwise with consent obtained from you.

6. The types of organisations to which BML may disclose personal information

6.1 BML may disclose your personal information to organisations outside of BML. Examples of organisations and/or parties that your personal information may be provided to include:

a. offshore service providers (if any) (see paragraph 10);

b. related entities and subsidiaries of BML;

c. The Queensland Chamber of Fruit and Vegetable Industries Co-Operative Limited (Reg No. 146274124) trading as Brismark;

d. your employer, or the company who has contracted you or your employer to perform services at BML's premises;

e. third parties, such as individuals or business affiliated with the fruit and vegetable industry, including but not limited to suppliers or buyers of produce;

f. any ambulance and emergency staff that may attend BML's premises to treat you in the event of an emergency;

g. law enforcement authorities, Government authorities and any other regulatory bodies, including but not limited to the Australian Securities and Investments Commission and the Motor Accidents Insurance Commission; and

h. BML's third party service providers (or third party service providers engaged by you) and agents, including but not limited to those providing medical services or dispensing emergency treatment, investigating or reporting crashes that have occurred at BML's premises, car parking monitoring and enforcement, insurance services, or other companies who assist us in providing our products and services to you.

6.2 Your personal information is disclosed to these organisations and/or parties only in relation to the goods or services we provide to you or for a purpose permitted by this privacy policy.

6.3 BML takes such steps as are reasonable to ensure that these organisations and/or parties are aware of the provisions of this privacy policy in relation to your personal information.

7. Photographs and Closed-Circuit Television

7.1 As set out in this privacy policy, BML may take photographs of you or otherwise record your image while you are within the Brisbane Markets, and BML may use these for marketing and advertising purposes. Unless you otherwise advise us, you expressly agree and consent to the use of any photographs or recorded images which may include you, for the aforementioned purposes, without compensation.

7.2 As part of our security system at BML, we use closed circuit televisions (CCTV) at certain locations. Use of CCTV is integral to our security system. The CCTV images are stored for 60 days and may be viewed and used by BML. BML may also provide CCTV footage to:

a. any government authority or other agency in the event of any incident, accident or alleged criminal act;

b. BML's insurance providers and claims manager in the event of any incident, accident or claim in respect of the Brisbane Markets or BML;

c. BML's lawyers; and

d. tenants where CCTV footage relates to any incident, theft, criminal act or other security

e. requirement directly in connection with the Tenant's business.

8. Credit information and Credit Reporting

8.1 The Privacy Act contains provision regarding the use and disclosure of credit information, which applies in relation to the provision of both consumer credit and commercial credit.

8.2 As we provide terms of payment of account which are greater than 7 days, we are considered a credit provider under the Privacy Act in relation to any credit we provide to you (with the exception of parties for whom we act as current or prospective lessor) (in relation to the payment of your account with us).

8.3 We use credit information for the purposes set out in paragraph 5.2c, 5.2m and our Credit Reporting Policy, which includes but is not limited to using the information for our own internal assessment of your credit worthiness.

8.4 We will store any credit information you provide us, or which we obtain about you, with any other Personal information we may hold about you.

8.5 You may request access to or correct your credit information in accordance with paragraph 12 of this privacy policy and the provisions of our Credit Reporting Policy.

8.6 Please see paragraph 1 of this Privacy policy and the Credit Reporting Policy if you wish to make a complaint in relation to our handling of your credit information.

8.7 Please see our Credit Reporting Policy for further information as to the manner in which we collect, use, store and disclose credit information.

9. Direct marketing

9.1 You expressly consent to BML using your personal information, including any email address you give to BML, to provide you with information and to tell you about our products, mobile applications, Wi Fi, services or events or any other direct marketing activity (including third party products, services, and events) (**Direct Marketing Communications**) which we consider may be of interest to you.

9.2 Without limiting paragraph 9.1, if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction, communication or dealings you have had with us, then we may also use your personal information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

9.3 If at any time you do not wish to receive any further Direct Marketing Communications

from us, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the "unsubscribe" facility included in the email or by contacting us via the details set out at the beginning of this privacy policy.

10. Cross border disclosure

10.1 Any Personal information provided to BML may be transferred to, and stored at, a destination outside Australia, including but not limited to the United States of America, where we may utilise overseas data and website hosting facilities or have entered into contractual arrangements with third party service providers to assist us with providing our goods and services to you. As this type of storage can be accessed from various countries via an internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

10.2 By submitting your Personal information to BML, you expressly acknowledge and consent to the disclosure, transfer and storage of your Personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal information. However, BML will take steps to ensure that your information is used by third parties securely and in accordance with this privacy policy.

10.3 The Privacy Act requires BML to take such steps as are reasonable in the circumstances to ensure that any recipients of your personal information outside of Australia do not breach the privacy principles contained within the Privacy Act. By providing your consent, under the Privacy Act, BML is not required to take such steps as may be reasonable in the circumstances. However, despite this, BML acknowledges the importance of protecting personal information and has taken reasonable steps to ensure that your information is used by third parties securely and in accordance with this privacy policy.

10.4 If you do not consent to the transfer of your personal information outside Australia, please contact us via the details set out at the beginning of this Privacy policy.

11. Data quality and security

11.1 BML takes reasonable organisational and technical steps to ensuring that your personal information is safe. You will appreciate, however, that BML cannot guarantee the security of all transmissions of personal information, especially where the Internet is involved.

11.2 Personal information of the kind described in this Privacy policy is stored in infrastructure owned or controlled by us or with third party service providers. We have security measures in place regarding this infrastructure. Further, the access to and use of personal information stored in this infrastructure is regularly audited against our obligations under the *Privacy Act 1988* (Cth)

11.3 Notwithstanding the above, BML will take reasonable steps to:-

a. make sure that the personal information we collect, use or disclose is accurate, complete and up to date;

b. protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and

c. destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

11.4 BML is required to provide the Australian Information Commissioner (**Commissioner**) with a Notifiable Data Breach statement when an eligible data breach occurs. An "eligible data breach" occurs where:

a. there is unauthorised access to, disclosure of, or loss of personal information held by us;

b. the unauthorised access, disclosure or loss of the personal information is likely to result in serious harm to an individual to whom the information relates; and

c. we have not been able to reduce the risk of serious harm.

If an eligible data breach occurs in respect of the personal information we hold about you, we will notify you directly of the contents of the relevant Notifiable Data Breach statement or, if this is not practicable, publish a copy of the statement on our website and take reasonable steps to publicise the contents of same. We may also be required to notify the Commissioner of an eligible data breach where necessary.

11.5 The accuracy of personal information depends largely on the information you provide to us, so BML recommends that you:

a. let us know if there are any errors in your personal information; and

b. keep us up-to-date with changes to your personal information (such as your name, address or status with your employer).

12. Access to and correction of your personal information

12.1 You are entitled to have access to any personal information relating to you which BML holds, except in some exceptional circumstances provided by law. You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

12.2 If you would like to access or correct any records of personal information BML holds about you, you are able to access and update that information (subject to the above) by contacting us via the details set out in paragraph 14.

13. Complaints

13.1 If individuals are not satisfied with how we manage their personal information, they may lodge a complaint in writing with our Privacy Officer. Our policy is to aim for privacy complaints to be resolved in an appropriate manner with which the complainant is satisfied. Individuals may contact our privacy officer to enquire about the progress of their complaint.

13.2 In order to resolve a complaint, BML will:

a) liaise with you to identify and define the nature and cause of the complaint;
b) may request that you detail the nature of the complaint in writing;
c) will keep you informed of the likely time within which we will respond to your complaint;
d) will inform you of the legislative basis (if any) of our decision in resolving such complaint; and
e) keep a record of the complaint and any action taken in the Privacy Complaints Register.

13.3 You may make a privacy complaint with BML through the following contact details:

a) Email: privacyofficer@brisbanemarkets.com.au
b) Fax: (07) 3915 4291
c) Post: PO Box 80, Brisbane Markets® Qld 4106
d) Telephone: (07) 3915 4200
e) Please mark your correspondence to the attention of the Privacy Officer.

13.4 Due to the nature of services we provide, it is not practical for us to communicate with you on an anonymous basis or using a pseudonym, and we will in most circumstances need to correspond with you on a named basis to offer you with our services or resolve any issue you may have.

14. Consent

14.1 By using our website or accepting the terms and conditions of our products or services making reference to this privacy policy, you consent to our collection, use and disclosure of your Personal information in accordance with this privacy policy.

14.2 This privacy policy is a compliance document prescribed by law, rather than a legal contract. However, certain contracts may incorporate all or part of this privacy policy in such a way that impose contractual obligations on you, but not on BML.

14.3 We will modify our privacy policy as our business needs require. We will notify you of such changes (whether by direct communication or by posting a notice on our website), after which your continued use of our products, services or website, or your continued dealings with us shall be deemed to be your consent to our collection, use and disclosure of your Personal information per the modified policy. If you wish to withdraw your consent to BML's continued use of your personal information, please contact BML via the details set out at the beginning of this document.