

Privacy Policy

The Crop Smart Group (comprising Crop Smart Pty Ltd (ACN 093 927 961), Mallee Distribution Pty Ltd (ACN 147 406 782) and Agricultural Formulators Australia Pty Ltd (ACN 146 039 661), is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

Scope Of This Privacy Policy

This Privacy Policy covers the "personal information" collected by the Crop Smart Group. "Personal Information" is information that identifies you personally, either alone or in combination with other information available to us. Examples of personal information include your name, address, email address, payment information including bank account details and credit card details and product and service information including purchase history.

How We Collect Information

Personal information is collected in many ways including correspondence, by telephone and facsimile, by email, via the website www.cropsmart.com.au, via the Crop Smart App ("App"), from your website and from other publicly available sources and from third parties. We don't guarantee website links or policies of third parties. As is true of most websites and mobile apps, we gather certain information automatically and store it in log files. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information to analyse trends, to administer our website, to track visitors' and users' movements around the website and to gather non-identifiable, demographic information about our user base as a whole. We may link this automatically collected data to personal information provided by visitors and users so that we can better gauge our visitors' and users' needs and provide specific information to best serve them, and to the extent that this automatically collected data includes, or is linked to, personal information, we will treat the data in accordance with this Privacy Policy.

How We Use Information and Data

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your personal information for

secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

How We Disclose Personal Information

We may disclose personal information to third parties for the purpose of providing our services to you. For example, we may disclose your personal information to:

- our service providers that assist us to carry out our functions including, but not limited to, information technology and software providers, credit report providers, debt recovery advisors and professional advisors;
- shareholders, related parties, agents, distributors, partners, affiliates and other trusted entities;
- government departments and agencies in connection with carrying out our functions and providing products and services.

These third parties to which we may disclose your personal information may be located in Australia or other countries and may store your personal information in Australia or other countries. We will only disclose personal information to a third party in another country or a third party which stores its data in another country if we reasonably believe that the recipient is subject to a law, or binding scheme, that has the effect of protecting the information in a way that, overall, is at least substantially similar to the way in which the APPs protect the information and there are mechanisms which the individual can access to take action to enforce that protection of the law or binding scheme.

We will not disclose your personal information to other third parties without your consent except where required or authorised by law.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it, if this is for a purpose other than the primary purpose described above.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information may be collected by us with your consent or where we are authorised by law to collect the information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will determine within a reasonable time whether we could have collected the personal information. If we determine that we could not have collected the information we will destroy or permanently deidentify the information within a reasonable time provided it is lawful to do so. If we had solicited it ourselves (or you advise we may hold it) the personal information will then be held in compliance with the terms of this Privacy Policy.

Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. No method of transmission over the Internet, or method of electronic storage, however, is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about the security on our website or the App, please contact us using the contact information at the end of this policy. Do not share your personal credentials for the App, including username or password, with anyone else. We recommend that you use a unique password for the App that is not associated with other websites. Where you have a Crop Smart account, you should check your Crop Smart account regularly to ensure that your personal information has not been tampered with or altered. When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information where it is lawful for us to do so. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your personal information

You may access the personal information we hold about you and you may request us to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

We will not charge any fee for your access request but may charge an administrative

fee for providing a copy of your personal information.

In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the quality of your personal information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Your Consent

By accessing or using the website www.cropsmart.com.au or App, you are consenting to the collection, use and disclosure of your personal information as set forth in this Privacy Policy. IF YOU DO NOT CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION AS SET FORTH IN THIS PRIVACY POLICY, PLEASE EXIT AND DO NOT USE THE WEBSITE OR APP.

Policy Updates

This Policy may change from time to time and is available on the website www.cropsmart.com.au. Any changes will be effective as of the date we post the revised version on the website www.cropsmart.com.au. They will apply only to the personal information we collect after we have posted the revised version. Your use of the website www.cropsmart.com.au or the App following any such change constitutes your consent to the terms of the revised Privacy Policy. For this reason, it is important to review this Privacy Policy regularly.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Crop Smart Group

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WARRIEWOOD NSW 2102

Phone: 1300 783 481

Email: Admin@cropsmart.com.au