

# Privacy Policy

## 1. Our commitment to privacy

Air Liquide Australia Limited (ABN 57 004 385 782) and its related entities in Australia and New Zealand (**Air Liquide, we, us, our**) are committed to protecting the privacy of all Personal Information that we collect from you. In Australia, Air Liquide complies with our obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**Privacy Principles**). In New Zealand, Air Liquide collects, uses, discloses, stores and retains Personal Information in accordance with the *Privacy Act 1993* (**NZ Privacy Act**).

Please take a moment to read our Privacy Policy as it describes how we collect and handle your Personal Information.

In this Privacy Policy:

- **Personal information** is information or opinion about an identified individual, or an individual who is reasonably identifiable;
- **Platforms** includes:
  - our application designed for Apple iOS and Android OS platforms and any other software or documentation which enables the use of this application (our **App**); and
  - our website at <https://industry.airliquide.com.au/> (our **Website**); and
  - our MyGas™ Portal; and
- **Sensitive Information** is information or opinion about an individual which is Personal Information which is:
  - also information or an opinion about the individual's racial or ethnic origins, political opinions, political association membership, religious beliefs or affiliations, philosophical beliefs, professional or trade association membership, trade

union membership, sexual orientation or practices, or criminal record; or

- health, genetic or biometric information about the individual.

## 2. Overview

Where practicable, we will deal with you anonymously or under a pseudonym. However, due to the nature of our product and services, where you do not wish to provide us with your Personal Information, we may not be able to provide you with the products or services you require or an appropriate level of service.

We collect and hold Personal Information that is reasonably necessary for, or directly related to, one or more of our functions or activities.

We will only collect Sensitive Information (including health information) about you with your consent, except where we are required or permitted by law to collect your Sensitive Information without your consent. You acknowledge that any such information is provided on a purely voluntary basis. In New Zealand, we collect, use, disclose, store and retain all health information in accordance with the *Health Information Privacy Code 1994*.

## 3. Our purposes for collecting and handling your Personal Information

We only collect and process Personal Information for purposes that would be considered relevant and reasonable in the circumstances. We will only collect information that is necessary for the purposes described in this Privacy Policy, or other purposes specifically communicated to you. We use fair and lawful methods to collect personal information.

We collect, hold, use and disclose Personal Information to:

- provide our Platforms to you;
- provide you with products or services;
- promote related products or services to you;

- to enable you to access information about us and our goods and services;
- comply with our legal and regulatory obligations; and
- otherwise conduct and manage our business.

#### 4. **Types of Personal Information we collect**

We usually obtain Personal Information directly from our users via our Platforms, when you open a credit account application with us and in the course of creating and receiving records of information in the course of ongoing customer service. We may also collect personal information about employees, prospective employees, contractors and work experience candidates.

##### ***When we provide you with goods and services***

To provide goods and services to you, the Personal Information that we collect may include:

- name, ABN, address, contact details, date of birth;
- drivers licence details;
- payment details;
- details regarding your income, assets and liabilities, account balances, and risk profile; and
- financial institution account details.

##### ***When you make payments***

We may collect credit card details and other related information if you chose to make a payment via our Platforms or by other means. We will not retain credit card details, which will instead be stored by our financial institution using banking industry level encryption.

##### ***When you use our Website and other Platforms***

You do not have to give us any information in order to simply browse on our Website.

However, we may need to collect certain details from you if, for example, you want

to place an order or make a payment for products or services using our Platforms.

To use our Platforms (beyond simply browsing on our Website), you may need to provide us your name, your email address and your Platform password. You may also need to provide further information to allow us to tailor our services. This information can include (but is not limited to) your date of birth, your title, your gender, your postcode, your contact details including mobile phone number, your address, and your email address.

We may collect information about how you use our Platforms to assist us to provide you with more tailored services, and to enable us to develop and improve our services.

When you use our Platforms, the information we may collect can include (but is not limited to):

- the functions you have used;
- how you have shared your content;
- third party content you have received;
- advertisements you have clicked on; and
- third party websites you have access to via our Platforms.

We may also collect information from the devices and networks that you use to access our Platforms to help us develop and secure our services. The information we may collect can include (but is not limited to):

- the internet protocol (IP) address of your computer or the proxy server that you use to access the internet;
- your computer operating system;
- your type of web browser;
- your mobile device;
- your mobile operating system; and
- the name of your ISP or your mobile carrier.

We obtain some of this information from third party analytics companies whom we

have allowed to access a de-identified database in order to provide us with this information.

We may use 'cookies' to store and sometimes track information about you, but only on an anonymous basis. A cookie is a small amount of data sent from a server which is stored on your computer's hard drive. You can set your browser to refuse cookies or to ask you before your browser accepts them. Certain parts of our Platform may require a cookie to be activated and, if you choose to reject the cookie, a particular feature may not be available to you. Refer also to our cookie policy at <https://industry.airliquide.com.au/cookie-policy.//>

## 5. How we collect your Personal Information

We will collect and hold your Personal Information in a fair and lawful manner, and not in an unreasonably intrusive way. Where it is reasonably practical to do so, we will collect your Personal Information directly from you. We may collect personal information from you indirectly through emails, forms, face-to-face meetings, interviews, attendance at trade fairs or industry events, business cards and telephone conversations and through use of the services and facilities available through our websites and social media channels (including our blogs and LinkedIn channel). In certain cases, we will collect your Personal Information from third parties, including from publically available sources.

We may also collect images of you via CCTV if you visit any area that we own or lease or that is under our control. In these cases, we collect your personal information before allowing you to access that area, including for the purposes of health, safety and security.

### **Direct collection**

We may collect the Personal Information you directly give us through some of the following means:

- when completing the registration process for our Platforms;
- from our Platforms account opening forms and other related

correspondence (whether in writing or electronically);

- when you make an application for, or sign our agreement for, the provision of our products or services;
- when you request any information regarding our products or services in person, by phone or via our Platforms;
- while conducting customer satisfaction and market research surveys;
- whilst administering any of our services;
- from you directly when you provide your details to us;
- when you enter any promotions or competitions we run from time to time; and
- as otherwise required to manage our business.

### **Automatic collection**

We may collect your Personal Information automatically through some of the following means:

- we may receive location data passed to us from third party services or GPS-enabled devices you have set up;
- we may collect information about how you use our Platforms to assist us to provide you with more tailored services and to enable us to develop and improve our services;
- we may also collect information from the devices and networks that you use to access our Platforms to help us develop and secure our services; and
- we may use 'cookies' to store and sometimes track information about you, but only on an anonymous basis.

## 6. Use and disclosure of Personal Information

In Australia, we will only use and/or disclose your Personal Information in

accordance with the Privacy Act and the Privacy Principles. In New Zealand, we will only use and/or disclose your Personal Information in accordance with the NZ Privacy Act, your specific instructions, and the law.

### **Primary purposes**

The primary purposes for which we use and disclose your Personal Information include:

- verifying your identity;
- providing you with our products or services;
- providing you with information in relation to the use of our products or services;
- providing quality assurance for our products and services;
- providing you with information available on our Platform;
- maintaining user records;
- Platform registration procedures;
- conducting and protecting our business;
- administering and managing our products or services, including charging, billing and collecting debts;
- responding to your enquiries and feedback regarding our business, our products and our services;
- conducting appropriate checks for credit-worthiness and obtaining credit reports from credit reporting agencies;
- exercising any of our powers or performing our obligations under the *Personal Property Securities Act 2009* (Cth) (in Australia) and the *Personal Property Securities Act 1999* (in New Zealand) such as registering our security interests and fulfilling our related legal obligations (in particular, we may be required to collect certain Personal Information in order to comply with government legislation and regulations);

- internal management purposes, complaint handling, planning, quality assurance and audit purposes; and
- complying with our legal obligations.

Specific examples of third parties to whom we may disclose personal information include:

- our related companies (including any located overseas);
- third parties, where all, or substantially all the assets of an entity within the Air Liquide group are merged with or acquired by a third party, in which case your Personal Information may form part of the transferred or merged assets;
- a third party organisation, in relation to us providing products or services to you and/or data or internal financial or legal management, back up or secure keeping;
- our professional advisers, including our accountants, auditors and lawyers; and
- government and regulatory authorities and other organisations, as required or authorised by law.

### **Secondary purposes**

We may also use and disclose your Personal Information we collect for a secondary purpose. A secondary purpose is one which is related to the primary purpose of collection. Some of the secondary purposes for which we may use your personal information include:

- promoting and marketing our products and services to you with your consent;
- product and service development;
- customer and market research; and
- keeping you informed of any changes to our business, products and services or other offerings that may be of interest to you.

We will not use or disclose your Personal Information for any other purpose unless

you have consented to that use or disclosure.

### **Direct marketing**

We may use your Personal Information, including your contact details, to provide you with information about products and services, including those of third parties, which we consider may be of interest to you and with your consent.

We will not disclose your Personal Information to third parties for their marketing purposes.

You may opt out at any time if you no longer wish to receive direct marketing information from us. You can make this request by contacting our Privacy Officer on the details below

## **7. Transfers of Personal Information overseas**

As the internet is a global environment, using the internet to collect and process Personal Information necessarily involves the transmission of that information worldwide.

We may disclose your Personal Information to companies that are associated with us overseas, including to Singapore, France, the United Kingdom, Germany, Malaysia and the United States of America. By trading and communicating and dealing with us, you acknowledge and agree to us using and disclosing your Personal Information in this way.

## **8. Access**

Subject to the exceptions set out in the Privacy Act and the NZ Privacy Act, including the exception that applies to our handling of employee records (in Australia only), you have a right to access and correct your Personal Information. We will generally provide it to you but in some cases where and to the extent permitted by law, we may refuse access to some or all of that information. In those circumstances we will provide reasons.

To make a request, you will need to obtain and complete an application form

verifying your identity and specifying what information you require. You should contact our Privacy Officer on (+61) 03 9697 9888 or [AUPrivacy@airliquide.com](mailto:AUPrivacy@airliquide.com) to make a request.

## **9. Accuracy and corrections**

We will take reasonable steps to ensure your Personal Information is accurate, complete and up to date. If you believe that any Personal Information we hold about you is not accurate, complete or up to date, then please contact our Privacy Officer on (+61) 03 9697 9888 or [AUPrivacy@airliquide.com](mailto:AUPrivacy@airliquide.com).

## **10. Security**

We will take all reasonable steps to ensure your Personal Information is kept secure.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of Personal Information. This also applies to disposal of Personal Information.

In addition, we protect Personal Information by restricting access to those people who need access to do their job.

## **11. Resolving personal information concerns**

If you have any questions, concerns or complaints about this Privacy Policy, or our use of your Personal Information, please email our Privacy Officer at [AUPrivacy@airliquide.com](mailto:AUPrivacy@airliquide.com) or write to

The Privacy Officer  
Air Liquide Australia Limited  
Level 9, 380 St. Kilda Road  
Melbourne, Victoria, 3004  
Tel: (+61) 03 9697 9888  
Email: [AUPrivacy@airliquide.com](mailto:AUPrivacy@airliquide.com)

The Privacy Officer  
Air Liquide New Zealand Limited  
19 Maurice Road  
Penrose  
Auckland 1642

Once a complaint has been lodged, the Privacy Officer will respond to you as soon as possible. We will endeavour to respond to any complaints received within 30 days.

In Australia you may also lodge a complaint with the Office of the Australian Information Commissioner by telephone: 1300 363 992 or email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au). In New Zealand you may also lodge a complaint with the Privacy Commissioner through its website or by calling 0800 809 909.

## **12. Changes**

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available at <https://industry.airliquide.com.au/> (last updated September 2017).