

## Privacy Policy

FuelXpress Pty Ltd ACN 169 567 809 (**we, us, our**) is a fuel retailer and is bound by the Australia Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth) (**Privacy Act**). We understand the importance of, and are committed to, protecting your personal information. This Privacy Policy explains how we manage your personal information (that is, information or an opinion, whether true or not, which is about you or from which your identity is reasonably identifiable), including our obligations and your rights in respect of our dealings with your personal information.

Please take a moment to read our Privacy Policy as it describes what happens to your personal information that is collected via our service stations, our FuelXpress Card and FX Smart Buy fuel card programmes (each a **Fuel Card**), and our website at [www.fuelxpress.com.au](http://www.fuelxpress.com.au) (the **Website**).

### 1. How we collect your personal information

We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through some of the following means:

- (a) when you apply for a Fuel Card;
- (b) when you use your Fuel Card;
- (c) when you provide your personal information a staff member or a computerised system at one of our service stations;
- (d) when you make an inquiry or order in relation to goods or services through our Website;
- (e) when you contact us via telephone or facsimile;
- (f) from correspondence (whether in writing or electronically);
- (g) through any mobile applications provided by our organisation;
- (h) while conducting customer satisfaction and market research surveys;
- (i) when administering any of our services; and
- (j) as otherwise required to manage our business.

However, in certain cases we may collect personal information from publically available sources and third parties, such as suppliers, recruitment agencies, contractors, our clients and business partners.

If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

## **2. Types of personal information we collect**

The type of personal information we may collect can include (but is not limited to), your name, postal address, email address, phone numbers, billing and payment information and, if applicable, employment information. We may also collect information about your purchases from our service stations and using your Fuel Card, and the locations at which these purchases occur.

We are unlikely to collect and hold sensitive information about you, such as:

- (a) health information;
- (b) your racial or ethnic origin;
- (c) your sexual orientation;
- (d) your religious beliefs or affiliations; or
- (e) genetic information.

Where we do collect sensitive information about you, we will only do so with your consent, or otherwise in accordance with the Privacy Act.

Where you do not wish to provide us with your personal information, we may not be able to provide you with requested goods or services.

## **3. Our purposes for handling your personal information**

As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances.

We collect, hold, use and disclose personal information to:

- (a) process your application for, and facilitate your use of, a Fuel Card;
- (b) offer and provide you with our goods and services;
- (c) process payments from you;
- (d) manage and administer those goods and services, including account keeping procedures;
- (e) communicate with you, including (but not limited to), emailing you tax invoices, dispatch and tracking information, returns and exchange authorisations;
- (f) comply with our legal and regulatory obligations; and
- (g) otherwise to manage our business.

We will not use or disclose your personal information for any other purpose unless permissible under the Privacy Act.

We may disclose personal information between our organisations or to third parties such as our suppliers, organisations that provide us with technical and support services, or our professional advisors, where permitted by the Privacy Act. If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

#### **4. Protection of personal information**

We will hold personal information as either secure physical records, electronically on our intranet system, in cloud storage, and in some cases, records on third party servers, which may be located overseas. If you have a Fuel Card, this may also store information about you.

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.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will take additional measures to protect any payment information we hold, such as credit card or bank account numbers.

We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

#### **5. Direct marketing**

Like most businesses, marketing is important to our continued success. We believe we have a unique range of products and services that we provide to customers at a high standard. We therefore like to stay in touch with customers and let them know about new opportunities and offers. We may provide you with information about new products, services and promotions either from us, or from third parties which may be of interest to you.

We may disclose your personal information to third parties for marketing purposes where permissible under the Privacy Act.

We may use and disclose information obtained via your use of a Fuel Card for the purpose of providing you with direct marketing, including targeting marketing that we believe may be relevant to you.

You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting our Privacy Officer.

## 6. Cookies

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect and aggregate information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. For information on cookie settings of your internet browser, please refer to your browser's manual.

## 7. Accessing and correcting your personal information

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

We are not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

## 8. Overseas transfers of personal information

From time to time we may engage an overseas recipient to provide services to us, such as cloud-based storage solutions. Please note that the use of overseas service providers to store personal information may, but will not always, involve a disclosure of personal information to that overseas provider.

As at the date of this Privacy Policy, we are not likely to disclose personal information to other overseas recipients. If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

By providing your personal information to us, you consent to us disclosing your personal information to any such overseas recipients for purposes necessary or useful in the course of operating our business, and agree that APP 8.1 will not apply to such disclosures. For the avoidance of doubt, in the event that an overseas recipient breaches the Australian Privacy Principles, that entity will not be bound by, and you will not be able seek redress under, the Act.

## 9. Resolving personal information concerns

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Privacy Officer:

**The Privacy Officer**

PO Box 1365  
Berrimah NT 0828

Telephone: 08 8947 6733

Email: pat.oconnell@fuelexpress.com.au

We take all complaints seriously, and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

**Office of the Australian Information Commissioner**

GPO Box 5218

Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

**10. 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 on our Website.

The last update to this document was 9 March 2018.