

Australian Banana Growers' Council (ABGC)

Privacy Policy

Amended May 2023

The Australian Banana Growers' Council (ABGC) is the national industry development organisation for the banana industry. ABGC delivers several industry projects, and as the industry advocate, it manages strategic industry issues for the industry. We are committed to providing quality services to the banana industry and this policy outlines our obligations to you in respect of how we manage your Personal Information.

1. General policy

ABGC respects the privacy of individuals and businesses.

The *Information Privacy Act 2009* (Qld) and the Information Privacy Principles (IPPs) as well as the *Privacy Act 1988* (Cth) govern the way ABGC must manage your personal information, and this policy sets out how we collect, use, disclose and otherwise manage personal information. To download a copy of this Act, please click on [Information Privacy Act 2009](#).

Specifically, this policy sets out:

- The types of information we collect (including online collection) and store
- How we collect, store, use and disclose your information
- Why we collect, store, use and disclose your information
- Access and correction of your personal information
- How you can complain about a breach of the Information Privacy Principles and how we deal with those complaints

2. Collection of Personal Information

ABGC collects and holds information including, but not limited to the following:

- your name and your contact details, including email address, mailing address, street address and/or telephone number;
- your role at your company, and your business email address and phone number;
- information about individual farms and businesses, including the types and hectareage of crops the business grows;
- photographs and videos;
- spatial data including farm details and information relating to the programs we deliver;
- data on the absence or presence of diseases or pests on your farm, including surveillance, sampling and diagnostic information;
- acknowledgement of consent for entry of ABGC employees;

- if a natural disaster occurs, information and images of any damage caused to your farm and crops by the natural disaster;
- your bank account or payment details;
- your preferences and/or opinions;
- information you provide to us through customer surveys or feedback forms;
- details of products and services we have provided to you and/or that you have enquired about, and our response to you;
- records about our interactions with you;
- information about the types of workshops, events and/or information you may be interested in;
- your browser session and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries and/or browsing behaviour;
- information about your access and use of our Services, including through the use of Internet cookies, your communications with our online Services, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider;
- information obtained from Certification Bodies (auditors) for certification processes.
- additional personal information that you provide to us, directly or indirectly, through your use of our Services, associated applications, associated social media platforms and/or accounts from which you permit us to collect information; and
- any other personal information requested by us and/or provided by you or a third party.

3. How we collect and hold your information

Personal information is collected through a variety of avenues, generally directly from you through the use of any of our standard forms, when you sign up to receive our email or other communications, using our website or social media accounts, when applying for assistance or support, via email, via our website or social media channels, or through a telephone conversation with you, in person, at meetings, or through an employment application from you.

We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. To continue to provide quality services to you we regularly review the information we hold.

We store your personal information in different ways, including in paper and electronic form (including in cloud-based applications and services). The security of your personal information is important to us. We take strong precautions to protect your data from loss, unauthorised access, use, modification or disclosure, and against other misuse.

We are assisted by a variety of external service providers to deliver our services and manage our data, some of whom may be located overseas. These third parties may change from

time to time. Some examples of the types of third parties include technology service providers who may be located in the United States of America, such as Google Analytics and Environmental Systems Research Institute (ESRI). You agree that we may disclose your personal information to an entity (including an overseas entity) to enable us to perform our functions and activities and for any other purpose notified to you under this privacy policy or at the time of collection.

4. Why we collect, hold, use and disclose your information

Personal information held by ABGC will be used for the primary purpose of providing program services, and for other secondary purposes you might reasonably expect us to use relating to that primary purpose.

For example ABGC may use personal information to:

- manage our business, including our workforce
- provide services and programs to individuals and businesses
- deliver programs including biosecurity programs that include surveillance for disease
- communicate and consult with other groups
- to record and make payments to employees, contractors and grant recipients
- collect, analyse and provide collated statistical information relating to the industry or the programs we deliver
- to fulfil our legal obligations and to keep participating businesses and stakeholders informed of our activities and the services that we provide

ABGC may from time to time send you marketing material that we consider will be useful to you. We may also send you material about our activities in the form of text message, emails and newsletters. If you do not wish to receive this information, you can let us know and we will not send it to you unless we are legally required to send it.

Generally, we will only disclose your personal information for the purposes for which it has been collected.

Depending on the service, ABGC may disclose your personal information to:

- Companies with which we have information exchange agreements
- Specialist advisers who have been engaged to provide agronomic, legal, administrative, financial, insurance, research, marketing or other services
- The Queensland Government through the Department of Agriculture and Fisheries
- Any other person authorised by you

ABGC will disclose de-identified, collated information about the industry, as a whole, or based on other criteria such as location. We will also provide information to government and other external bodies about program delivery, reporting, research and industry statistics.

We do not use your personal information to build a profile on you to sell to others, or to target advertising to you now or in the future.

We may disclose personal information to a third party if the disclosure is necessary to prevent or lessen a serious and imminent threat to the life, health or safety of you or another person and it is unreasonable or impracticable to obtain your consent.

We will not provide identifiable details about you or your business without your consent, unless required by law. However, participation in some programs, including government funded grant programs may require you to consent to sharing your information as a condition of participation.

5. Sensitive personal information

ABGC does not generally collect any sensitive information as that term is used in the *Privacy Act 1988* (including information relating to your racial or ethnic origin, political opinions, religious beliefs, sexual preferences, criminal record or medical history). If ABGC holds any sensitive personal information about you, that information will only be used and disclosed for the purpose for which it was provided by you.

6. Access and correction of your personal information

At any time you may request access to personal information about you or your farm/business that ABGC holds, by contacting us via the details provided below and we will respond to your request within a reasonable time. We may decline a request for access in some circumstances and if we do, we will let you know our reasons for that.

You should promptly notify ABGC via the contact details below if there are any changes to your personal information.

7. Complaints or feedback

If you have a query or complaint relating to our privacy policy or a breach of the policy, you should contact us on the details provided below. We will investigate your complaint in a reasonable time and act in accordance with the legislation.

Contact details:

Leanne Erakovic
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(07) 3278 4786