



PRIVACY POLICY

This policy outlines the requirements for handling personal information in accordance with the Privacy Act 1988 (Cth).

Approved March 2026

Document Control

Version #	Reviewed By	Date	Endorsed By	Date	Approved By	Date	Summary of Change
01	GM BOP	July 2020	ARMC	August 2020	Board	September 2020	General update
02	GM BOP	July 2021	ARMC	August 2021	Board	August 2021	Incorporating updates recommended by DA's auditors (RSM) and other general updates
03	CFO	September 2023	ARMC	September 2023	Board	October 2023	Periodic review
04	CFO	March 2026	ARMC	March 2026	Board	March 2026	Cycle review and alignment with the changes from the Privacy Reform
Policy Steward							Privacy Officer
Document Owner							CFO
Related Documents							
Privacy Procedures							
IT Security Policy							
Review Requirements							
This document is next due for review in March 2028 by the Privacy Officer and COO							
Controlled Document Location							
https://dairyaustralia.sharepoint.com/SitePages/documenthub.aspx							

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1 Overview

This policy applies to all personal information (including sensitive information) collected by Dairy Australia. This policy sets out your rights in relation to your personal information managed by Dairy Australia and the way Dairy Australia collects, holds, uses, discloses and handles your personal information.

2 Your Rights in Relation to Privacy

By providing your personal information to Dairy Australia, you consent to Dairy Australia collecting, holding, using, disclosing and otherwise handling your personal information in accordance with this policy. In handling your personal information, Dairy Australia will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and with the Australian Privacy Principles in the Privacy Act. We will also comply with any additional obligations under the Privacy Act as amended from time to time, including requirements for transparency in automated decision-making and enhanced data security measures.

You are under no obligation to provide your personal information to Dairy Australia. However, without certain information from you, Dairy Australia may not be able to provide you with its services and assistance to you.

We may review, change or update our privacy policy from time to time. Revised versions will be available on our website and any changes will take effect as soon as we publish this, but where we have already collected information about you, we may take additional steps to inform you of any material changes to our privacy policy.

3 What Kind of Personal Information Does Dairy Australia Collect?

Generally, the kinds of personal information Dairy Australia may collect includes your name, address, telephone number and email address. In some circumstances Dairy Australia may also hold other personal information provided by you. This may include device information, location information, log-on information and other similar information using our application data caches, cookies (as noted below) and other browser web storage devices.

Staff. With respect to staff, Dairy Australia may collect additional information such as tax file number, banking and superannuation details, qualifications, referee reports and performance appraisals, details of paid outside work or directorships and other information relevant to your employment and work-related matters.

Sensitive information. Sometimes our activities may also require us to collect sensitive information (which is subject to greater restrictions under law), for example, to facilitate your potential employment by Dairy Australia. For example, your employment may require a Police Check or Working With Children Check to be undertaken.

Third party personal information. If at any time you provide the personal information of another person to us, then you must ensure that that person has read and understood this policy and separately consents to that personal information being collected, held, used, disclosed and otherwise handled as described in this policy.

4 How Does Dairy Australia Collect Personal Information?

4.1 Interactions with you

Dairy Australia may collect your personal information directly from you. Mainly, such collection will take place in person, through telephone, email or social media correspondence, through

online forums, through the completion of forms (for example, membership applications or event registration forms).

Job Applicants and Staff. With respect to job applicants and staff, personal information is often collected from several sources. For instance, you may provide us with information when submitting an application, completing employment forms, or, when entering data directly into computerised human resources systems. Previous employers and nominated referees may also provide us with information about your employment history and work-related matters.

4.2 Software applications and tools

Dairy Australia may provide online applications and tools which can be used by members of the dairy industry. Often, personal information will be inputted by you and collected by Dairy Australia when you use such applications and tools. Such collection may be necessary to facilitate your use of the application or tool. For example, you may need to create an account to use an application or tool.

Unless indicated otherwise in the terms of use for that application or tool, personal information collected when using such applications and tools will be handled in accordance with this policy.

4.3 Cookies

Dairy Australia uses data collection devices such as 'cookies' to monitor usage of its online resources. Cookies are small files which are placed on your computer's hard drive when you access Dairy Australia's online resources. Cookies provide Dairy Australia with information about your computer's IP address, the date and time of your visit, and the resources or information you have accessed. This information assists Dairy Australia in monitoring and improving its online resources and how its being used. In particular, Dairy Australia may use information obtained through cookies to tailor information made available to you and make your visits easier, more productive and more efficient.

While cookies do not generally collect personally identifiable information, in some circumstances, they may enable Dairy Australia to identify you. Any personal information obtained through the use of cookies will only be used for the purposes set out in this policy.

We will not publish personal information with an intent to harm (often referred to as 'doxxing') and we require our staff and contractors to comply with applicable criminal and privacy laws.

You will always have the option of disabling cookies through your browser preferences. Please note however, that if you disable cookies on your browser, some parts of our online services platforms, forums and links may not function as effectively, or at all, or may be considerably slower.

You may also access third party websites, forums or links through our website or online resources, which will be subject to their own privacy policies and usage terms. Please refer to the privacy policies and usage terms of any third-party websites or entities for information on their privacy standards and procedures. We are not responsible for the privacy practices or the content of other websites to which any of our online platforms or forums may link or which link to our online platforms or forums.

5 Purpose of collection and Uses of Personal Information

Dairy Australia collects, holds, uses, discloses and handles your personal information where it is reasonably necessary for the purposes of carrying out its business and operations as the services body for dairy farmers and the dairy industry. This includes:

- informing you of services, products, resources and educational information which may be of interest to you
- informing you of information relevant to the dairy industry (for example, floods, droughts, new government regulations, international developments, trends, new dairy products, general

- industry updates)
- undertaking of surveys and questionnaires, and participating in information gathering sessions, which relate to the dairy industry and your experience with Dairy Australia
- distributing, or facilitating the distribution of, industry-relevant publications
- informing you of governance related information concerning Dairy Australia
- informing you of information regarding Dairy Australia's performance
- browser and other online information in order to optimise your use of our online platforms or forums and to maintain a record of your activity on our online platforms or forums (including as permitted under paragraph 4.3 (Cookies) above)
- to facilitate your use of software and online applications and tools provided by Dairy Australia
- accounting, billing and other internal administrative purposes
- responding to and managing eligible data breaches, including notifying affected individuals and regulators where required
- potential use of personal information in limited automated decision-making processes (e.g., basic eligibility checks or resource suggestions in our software tools), where such decisions could significantly affect your rights or interests. Details on any current or future applications, types of personal information used, decisions made, and your rights are provided in paragraph 6 (Automated Decision-Making)
- any other legal requirements.

Staff. Personal information provided by staff will be used to ensure staff is suitably qualified, to maintain staff employee records, to administer staff employment, salary and superannuation, to meet legal obligations, and to contact staff if necessary. Staff personal information may also be used for other related human resources processes, data analysis and quality assurance, and in an aggregate (non-identifying) form to report on Dairy Australia's workplace trends.

Job Applicants. Personal information provided by job applicants is used to facilitate recruitment functions, including to ensure that job applicants are suitably qualified. It is disclosed only to staff and/or relevant panel members involved in the recruitment process and is treated confidentially. Personal information provided by job applicants may be used to notify past applicants of other future vacant positions at Dairy Australia.

6 Automated Decision-Making

Automated Decision-Making Under the Privacy Act, we are required to be transparent about our use of automated decision-making (**ADM**). ADM refers to decisions made solely by a computer program (including artificial intelligence or machine learning systems) or where such programs are substantially and directly involved, that could reasonably be expected to have a significant impact on an individual's rights or interests. Dairy Australia does not currently engage in ADM that significantly impacts individuals' rights or interests. Any minimal or incidental use is limited to basic, non-significant functions in our software applications and tools (e.g., automated flagging of incomplete form submissions for manual review). We monitor our practices to ensure compliance and will update this policy if ADM becomes more substantive in the future. If ADM were to be applied in a way that affects you, the types of personal information potentially used could include name, email, or usage logs, and decisions might involve simple eligibility confirmations. Example of circumstances where automated decision-making may be used include personalised resource recommendations, personalised service recommendations, survey participation prioritisation or eligibility assessments. If you are affected by an automated decision, you may request an explanation or human review where practicable. For more details, contact our Privacy Officer.

7 Who May Dairy Australia Disclose Personal Information To?

Dairy Australia may disclose your personal information to third parties for the purpose for which it is collected with your explicit consent or when your consent may reasonably be inferred from the

circumstances.

This may include disclosing your personal information to third parties engaged to perform the purposes set out in paragraph 5 (Purpose of Collection) above. Broadly speaking, this includes to provide services or goods to the dairy industry, to perform administrative, recruitment, promotional, research, information technology or other services (including the storage of data and personal information collected by Dairy Australia).

. Where personal information is disclosed, this disclosure is done on a confidential basis and subject to an agreement ensuring that personal information can only be used for purposes for which it is being provided. (For example, if Dairy Australia is contracting a third party to provide information on flood relief to affected farmers, personal information provided by Dairy Australia can only be used by the third party for that purpose.)

Eligible data breach. Where disclosure is necessary to respond to an eligible data breach, we may share personal information with entities assisting incident response (for example, forensic firms, government agencies, financial institutions and identity-protection service providers). Such disclosures will be limited to what is reasonably necessary.

Legal requirement. Dairy Australia may also disclose your personal information to third parties if disclosure is required or authorised by law.

Staff. With respect to staff, Dairy Australia may also share your information with external bodies such as the Australian Taxation Office, and other government departments or regulatory authorities, to meet mandatory reporting requirements.

8 Overseas Disclosure

Dairy Australia may disclose personal information to overseas recipients to allow the use of online tools, and for administrative or other business management purposes, including engaging third parties to store personal information collected by Dairy Australia.

The Privacy Act enables the prescription of a 'whitelist' of countries and binding schemes deemed to have adequate privacy protections. Dairy Australia will monitor and comply with the 'whitelist' when disclosing personal information overseas.

Before disclosing any personal information to an overseas recipient, Dairy Australia will ensure comparable protection applies—such as by relying on a prescribed 'whitelist' country or scheme, or by implementing appropriate contractual and technical safeguards (unless you consent otherwise or disclosure is required or permitted by law).

9 Opt Out

In the event you do not wish to receive communications about products and services from Dairy Australia, you can opt-out by contacting Dairy Australia's Privacy Officer via enquiries@dairyaustralia.com.au or through any opt-out mechanism contained in a communication. Opting out of receiving such communications will be free of any charge.

10 Security of Your Personal Information

Dairy Australia takes all steps reasonable in the circumstances to protect personal information from misuse, interference and loss; and from unauthorised access, modification or disclosure. These steps include technical measures (such as encryption, access controls, and multi-factor authentication) and organisational measures (such as staff training, policies, and regular security audits) to protect personal information held in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

However, as the transmission of information across the internet is not completely secure, we

cannot guarantee the security of your personal information provided by email, through our website, through social media interactions, or other online forums. Any such transmission is at your own risk.

Dairy Australia will destroy or de-identify personal information where it is no longer required for the purposes for which it was collected or for any secondary purpose permitted under the Australian Privacy Principles and the Privacy Act, unless Dairy Australia is otherwise required or authorised by law to retain the information.

11 Can You Access and Correct the Personal Information that Dairy Australia Holds About You?

If at any time you would like to access or correct the personal information that Dairy Australia holds about you, or you would like more information on Dairy Australia's approach to privacy, please contact Dairy Australia via the contact details set out in paragraph 11 below.

Dairy Australia will grant access to the extent required or authorised by the Privacy Act or other law and take steps reasonable in the circumstances to correct personal information. You will not be charged for the making of a request to access your personal information or correcting your personal information.

To obtain access to your personal information:

- you will have to provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected; and
- Dairy Australia requests that you be reasonably specific about the information you require.

If Dairy Australia refuses your request to access or correct your personal information, Dairy Australia will provide you with written reasons for the refusal and details of complaint mechanisms. Dairy Australia will also take steps reasonable in the circumstance to endeavour to provide you with access in a manner that meets your needs and the needs of Dairy Australia.

In the event that you are dissatisfied with the outcome of your request to access or correct the personal information that Dairy Australia holds about you, you may refer a complaint to the Office of the Australian Information Commissioner (oaic.gov.au).

12 Third party platforms

In your dealings with Dairy Australia, you may also access third party applications, tools, websites, social media platforms, or online resources (**Third Party Platforms**).

Such Third-Party Platforms will generally be subject to their own privacy policies and usage terms and conditions, which Dairy Australia has no control over. Even if such Third-Party Platforms are recommended by Dairy Australia, you will need to satisfy yourself as to whether you agree with the terms and conditions of such Third-Party Platforms prior to use.

Dairy Australia is not responsible for the privacy practices or the content of such Third-Party Platforms.

13 Updates to the Privacy Policy

Dairy Australia may review and update its privacy policy from time to time. Updated versions will be made available on Dairy Australia's website, and any changes will take effect as soon as the updated privacy policy is published. If Dairy Australia deems necessary in the circumstances, it may contact you to inform you of critical updates to the Privacy Policy.

14 How to Contact Us

For further information or enquiries regarding your personal information held by Dairy Australia please contact Dairy Australia's Privacy Officer via enquiries@dairyaustralia.com.au

15 Privacy Complaints

Please direct all privacy complaints to Dairy Australia's Privacy Officer. At all times, privacy complaints:

- will be treated seriously
- will be dealt with promptly
- will be dealt with in a confidential manner, and
- will not affect your existing obligations or affect the commercial arrangements between you and Dairy Australia.

Dairy Australia's Privacy Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation.

In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner (oaic.gov.au).

Individuals also have the right to seek legal recourse under the statutory tort for a serious invasion of privacy, which allows them to bring claims directly for significant breaches of privacy. This right exists independently of Dairy Australia's internal complaints process and the Office of the Australian Information Commissioner.

16 Levy Payer Register

Under the *Primary Industries Levies and Charges Collection Act 2024 (PILCC Act)*, Dairy Australia receives personal information from the Commonwealth Government (such as dairy farmers' contact details). The Privacy Policy does not apply to personal information provided to Dairy Australia by the Commonwealth Government under the PILCC Act. This information can only be used for purposes permitted by the PILCC Act.

However, Dairy Australia may also collect the same personal information through other means. In such cases, this Privacy Policy applies to that duplicate information.

For example, Dairy Australia may hold personal information that has been both:

- provided by the Commonwealth Government under the PILCC Act; and
- provided directly by a dairy farmer when submitting an application to become a Dairy Australia member (in which case the Privacy Policy would apply to this information).

17 Terms and Definitions

Term	Definition
Dairy Australia, we, us, our	Dairy Australia Limited ACN 105 227 987 Level 3, HWT Tower, 40 City Road, Southbank, Victoria 3006
Eligible data breach	Has the meaning given in the Privacy Act 1988 (Cth).
Personal information	<p>The Privacy Act defines personal information as ‘information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> • whether the information or opinion is true or not, and • whether the information or opinion is recorded in a material form or not.’ <p>Essentially, personal information is information that identifies a person or from which an individual could reasonably be identified.</p>
Privacy Act	Privacy Act 1988 (Cth)
Sensitive information	Sensitive information is a sub-category of personal information which is afforded a higher degree of protection under the Privacy Act. Sensitive information includes information about health, criminal records, racial or ethnic origin, trade or professional memberships, political opinion or associations, religious or philosophical beliefs or affiliations, sexual orientation or genetic information.
Serious invasion of privacy	A statutory cause of action under the Privacy Act for significant intrusions into personal privacy, including misuse of personal information or intrusion into personal seclusion
‘you’ or ‘your’	When we say ‘you’ or ‘your’ we mean any individuals about whom we process personal information from time to time including our staff, contractors, members, job applicants, any persons creating an account on our platforms, users of our website or services, individual dairy farmers and all other persons who may provide personal information to us from time to time.