



Privacy Policy - Please read carefully

Protecting the privacy of your personal information is important to us. This privacy policy ("Privacy Policy") provides you with information on the way EFI collects, uses, discloses and stores your personal information.

General information about privacy and the operation of the *Privacy Act 1988* ("the Act") can be found at the Office of the Australian Information Commissioner (OAIC) website at www.oaic.gov.au/privacy/about-privacy along with the Australian Privacy Principles ("APPs").

This Privacy Policy only deals with information collected and used by EFI and its associated corporate entities ("EFI").

INFORMATION COLLECTION AND USE

If you apply for credit with us, we will collect personal information in relation to your credit worthiness and may collect such information from a credit reporting body or other credit providers.

EFI collects and uses the information you provide such as your name, surname, addresses, e-mail addresses, phone numbers, and if you are acting in a professional context, your company name and your position in the company.

This Privacy Policy covers information collected both online and offline, including personal information that we may collect through various channels such as order forms, applications, websites, social media, contact with customers and events (trade fairs, etc.). Please note that we may combine personal information collected via one method (e.g. website) with personal information collected via another method (e.g. trade fairs, customer meeting).

EFI may use your personal information for any of the following purposes:

- To assess and process an application for credit (if requested) and to administer that credit;
- To carry out and further EFI's ordinary business interests such as invoicing, account management and debt collection;
- To improve your experience with us and provide you with goods, services and customer support;
- To contact you by e-mail, text message, phone calls or mail (with your consent if necessary) about services and products we feel may interest you (marketing communication, promotions, etc.);
- To improve the security of any access to EFI's systems, platforms, secured websites or applications,

DISCLOSURE/TRANSFER OF YOUR PERSONAL INFORMATION

EFI will not sell, rent or disclose your personal information to any parties outside the EFI group or use it for a purpose not noted above.

EFI may disclose your personal information to credit reporting bodies (CRBs), debt collection agencies, external advisors, lawyers and consultants. CRBs may store and use personal information to assist others in assessing your credit worthiness.

EFI may disclose your personal information to any entity within the EFI group and, when necessary, to EFI's agents or subcontractors, located in or outside Australia. These entities may use your personal information on our behalf for the purposes described above.

EFI may disclose your personal information to select organisations which we deal with in our business which may offer goods and services of interest to you. You may opt out of such direct marketing at any time by contacting us.

EFI may be compelled to disclose your personal information pursuant to any applicable law or regulation, or to answer any request from a judicial or administrative authority.

Where EFI is required to provide to third parties access to personal information, EFI will take all reasonable steps to ensure that such third parties are bound by confidentiality and privacy obligations equal to those imposed by the Act and APPs.

SECURITY OF PERSONAL INFORMATION COLLECTED

Only EFI's authorised employees will access your personal information and use it for the purposes outlined above. All such authorised employees are bound by a confidentiality commitment.

EFI is committed to safeguarding the storage of your personal information and maintains appropriate technical and organizational measures to avoid improper or accidental disclosure, use, access, loss, modification or damage to your personal information. In the event of a breach of security which results in unauthorised access to your personal information, we will promptly inform you of such breach.

DURATION OF STORAGE

EFI will only retain your personal information for as long as necessary to fulfill the purpose for which it was collected, within the limits provided by the Act and in compliance with the APPs.

EXTERNAL LINKS

EFI shall not be held liable or responsible for the collection and use of personal information you may provide to third parties, even if links to third parties are provided on EFI's website.

ACCESS TO YOUR PERSONAL INFORMATION

You are entitled to request access to and the correction or deletion of your personal information or to object to the use of your personal information by sending an email to info@essentialflavours.com.au or by mail to:

Flavours & Ingredients Pty Ltd
15 Network Place, Carrum Downs
Vic 3201 Australia

Your request must be signed and accompanied by a photocopy of an identity document bearing your signature. You must also state the address to which our response should be sent.

EFI will not provide access to personal information relating to existing or anticipated legal proceedings between us, in response to frivolous or vexatious requests or when to do so may threaten the privacy of others or would be contrary to law.