

Privacy Policy

ACO Certification Ltd

1. Overview

Thank you for using ACO Certification Ltd (**ACO, we, us, our**).

We are a certifier for organic and biodynamic produce and processed food and beverage products, food safety programs and sustainability programs through our certification program, protocols and other services (collectively, **Services**).

Your privacy is important to us and we are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**), which includes the Australian Privacy Principles (**APPs**) and any related privacy codes.

This Policy outlines how we collect, use, disclose and store your personal information and lets you know how you can access that information. This Policy applies to our obligations when handling information in Australia.

Please read this Policy carefully and contact us using the details below if you have questions.

2. Consent

By providing your personal information to us, you consent to us collecting, using, storing and disclosing your personal information in accordance with this Policy or as required or permitted by law. If you continue using our Services or interacting with us, then we will treat your use as your consent to us handling your personal information in accordance with this Policy.

We will generally obtain consent from the owner of personal information to collect their personal information. Consent will usually be provided in writing; however, sometimes it may be provided orally or may be implied through a person's conduct. We endeavour to only ask for your personal information if it is reasonably necessary for the activities that you are seeking to be involved in.

3. What personal information to do we collect and why do we collect it?

Information Collected	Why we collect it	How we collect it
About individuals who interact with us as representatives or employees of operators that use our Services		
<ul style="list-style-type: none">Your name and contact details such as your email address, phone number and address.Your place of work and position.Your ABN, if you are a sole trader.Your device ID, device type and information, geo-location information, Internet Protocol (IP) address, standard web log information browser session data, device and network information, statistics on page views, acquisition sources, search queries, browsing behaviour and information gathered through internet cookies.	<ul style="list-style-type: none">For the purpose for which the personal information was originally collected, which is to provide our Services to the operator seeking our Services.To identify and interact with you.To perform administrative and operational functions.To comply with any legal requirements, including any purpose authorised or required by an Australian law, court or tribunal.	<p>Directly from you when you:</p> <ul style="list-style-type: none">submit our certification forms and applications, submit our website enquiry forms or other online forms operated by us;interact or share personal information with us via our platforms and social media;complete any surveys we provide to you; and

<ul style="list-style-type: none"> Information you have provided in communications between you and us. 	<ul style="list-style-type: none"> For any other purpose that you consent to. 	<ul style="list-style-type: none"> communicate with us. <p>Through our third party service providers and referrals.</p>
<p>About individuals that may interact with us but have not used our Services</p>		
<ul style="list-style-type: none"> Your name and contact details such as your email address, phone number and address. Information you have provided in communications between you and us. Information about your access and use of our website, including browser session data, device and network information, statistics on page views, acquisition sources, search queries, browsing behaviour and information gathered through internet cookies. 	<ul style="list-style-type: none"> To identify and interact with you. To perform administrative and operational functions. 	<p>Directly from you when you:</p> <ul style="list-style-type: none"> submit our website enquiry forms or other online forms operated by us; interact or share personal information with us via our platforms and social media; and communicate with us.
<p>About contractors or prospective staff members</p>		
<ul style="list-style-type: none"> Your name and contact details such as your email address, phone number and address. Your status for working in Australia including your citizenship, right to work documentation, and visa status. Educational details, such as schools you have attended, any qualifications you have received, transcripts and/or English language test results. Employment details, such as a CV, qualifications attained or examples of work. Information you have provided in communications between you and us. 	<ul style="list-style-type: none"> To enable us to carry out our recruitment functions. To correspond with you. To fulfil the terms of any contractual relationship. To ensure that you can perform your duties. 	<p>Directly from you when you:</p> <ul style="list-style-type: none"> submit our website enquiry forms or other online forms operated by us; interact or share personal information with us via our platforms and social media; and communicate with us.

If you are a representative of one of our suppliers or other service providers that provide a service to us, we may also collect your personal information such as your name, contact details, job title and name of your employer.

If you choose not to provide personal information as requested, we may not be able to service your needs. For example, it will not be possible for us to provide you or the operator with our Services if you want to remain anonymous or use a pseudonym.

We sometimes receive unsolicited personal information. In circumstances where we receive unsolicited personal information we will usually destroy or de-identify the information as soon as practicable if it is lawful and reasonable to do so unless the unsolicited personal information is reasonably necessary for, or directly related to, our functions or activities.

4. Sensitive information

We do not ask for or collect sensitive information from individuals. You should not provide sensitive information to us.

5. Disclosing your personal information

We may disclose your personal information to the following third parties:

- (a) our business or commercial partners;
- (b) our professional advisers, dealers and agents;
- (c) third parties and contractors who provide services to us, including customer enquiries and support services, IT service providers, data storage, webhosting and server providers, marketing and advertising organisations, payment processing service providers, and our auditors;
- (d) payment system operators and debt-recovery functions;
- (e) third parties to collect and process data on our behalf, such as Zoho, Microsoft, Atlassian, Google, Meta, Intact, and Anexia; and
- (f) any third parties authorised by you to receive information held by us.

If you are a contractor, we may disclose your information to payment system operators and debt-recovery functions.

We may also disclose your personal information if we are required, authorised or permitted by law.

We may send information to third parties that are located outside of Australia for the purposes of providing our Services. These third parties are located in Australia, United States, Europe and Singapore, although this list may change from time to time. Disclosure is made to the extent that it is necessary to perform our functions or activities.

6. Using your personal information for direct marketing

From time to time, and in support of our future development and growth, we may use your personal information to contact you to promote and market our Services.

You can opt-out from being contacted for direct marketing purposes by contacting us at privacy@aco.net.au or by using the unsubscribe facility included in each direct marketing communication we send. Once we receive a request to opt out from receiving marketing information, we will stop sending such information within a reasonable amount of time.

7. Security

We take all reasonable steps to protect personal information under our control from misuse, interference and loss and from unauthorised access, modification or disclosure. We hold your personal information electronically in secure databases operated by our third-party service providers.

We protect the personal information we hold through a number of different layers including encrypted browsing via HTTPS including login pages, enforcing a strong password policy, patch management, data backup, penetration testing, and actively monitoring logs and errors.

User logs redact certain types of information, such as passwords, before they are logged to prevent user information leaking to third parties.

Servers and databases are limited to internal access only to prevent database access to the public, unless it relates to certain whitelisted services or for monitoring and troubleshooting

While we take reasonable steps to ensure your personal information is protected from loss, misuse and unauthorised access, modification or disclosure, security measures over the internet can never be guaranteed.

We encourage you to play an important role in keeping your personal information secure.

8. Accessing or correcting your personal information

If you would like to access your personal information, please contact us using the details below. In certain circumstances, we may not be able to give you access to your personal information, in which case we will write to you to explain why we cannot comply with your request.

We try to ensure any personal information we hold about you is accurate, up-to-date, complete and relevant. If you believe the personal information we hold about you should be updated, please contact us using the details below and we will take reasonable steps to ensure it is corrected if appropriate.

9. Destroying or de-identifying personal information

We destroy or de-identify personal information when we no longer need it unless we are otherwise required or authorised by law to retain the information.

10. Making a complaint

If you believe your privacy has been breached or you have a complaint about our handling of your personal information, please contact us using the details below.

We take privacy complaints seriously. If you make a complaint, we will respond within 7 days to acknowledge your complaint. We will try to resolve your complaint within 30 days. When this is not reasonably possible, we will contact you within that time to let you know how long we will take to resolve your complaint.

We will investigate your complaint and write to you to explain our decision as soon as practicable.

If you are not satisfied with our decision, you can refer your complaint to the Office of the Australian Information Commissioner by phone on 1300 363 992 or online at www.oaic.gov.au.

11. Changes

We may, from time to time, amend this Policy. Any changes to this Policy will be effective immediately upon the posting of the revised Policy on our website. By continuing to interact with us or use our Services following any changes, you will be deemed to have agreed to such changes.

12. Contact us

All questions or queries about this Policy and complaints should be directed to:

Privacy Officer

Phone: (07) 3350 5706

Email: privacy@aco.net.au

This Policy was last updated in March 2023