

# **Westpac Group Supplier Registration Privacy Policy**

August 2020

We are bound by the Privacy Act and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information, including ensuring the quality and security of your personal information. We will update our Privacy Policy and Privacy Statement from time to time for any reason.

### **Why we collect your personal information?**

When you register your interest in becoming a Supplier of the Westpac Group, we may ask for identification information from you to assess your suitability. This could include your name, address and contact details. If you do not provide all the information we request, we won't be able to assess this. We will collect all personal information directly from you.

### **For what purposes do we collect, hold, use and disclose personal information?**

The main reason we collect, use, hold and disclose personal information is to consider if you could be a supplier to the Westpac Group. Some of the examples of how we use your information include:

- To help us understand your business capability and service offerings and to evaluate your organisation as a potential Supplier of the Westpac Group;
- Contact you about supply arrangements;
- Promote your products or services across the Westpac Group;
- Provide you with information about Westpac Group products and services;
- To share with external parties which may include Westpac Group customers, companies, Westpac Group suppliers and supplier network organisations and their corporate members.

If you are not considered suitable to be a supplier to the Westpac Group, we may use your information as outlined above.

We may use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services and help us run our business.

### **Disclosing your personal information**

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf, other organisations that assist us with our business, Westpac Group suppliers, customers, companies, supplier network organisations and their corporate members.

We may disclose your personal information to a recipient which is located outside Australia. This includes:

- Westpac Group companies located in China, India, Singapore, New Zealand, United Kingdom, United States; and
- Westpac Group's service providers which are likely to be located in New Zealand, Canada, USA, India, Philippines, and China.

Much of the personal information we hold will be stored electronically in secure Westpac Group owned data centres. These data centres are located in Australia. Some information we hold about you will be stored in paper files. We use a range of security measures to protect the personal information we hold.

### **Do we use or disclose information for marketing**

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by a member of the Westpac Group or one of its preferred suppliers. We may offer you products and services by various means, including by mail, telephone, email, SMS or other electronic means, such as through social media or targeted advertising through Westpac Group or non-Westpac Group websites.

We may also disclose your personal information to companies outside the Westpac Group who assist us to market our products and services to you.

If you don't want to receive marketing offers from us, please send an email to [supplier-advocacy@westpac.com.au](mailto:supplier-advocacy@westpac.com.au).

### **Access to and correction of personal information**

You can request access to the personal information we hold about you. You can also ask for corrections to be made. To do so, please contact the Supplier Advocacy team at [supplier-advocacy@westpac.com.au](mailto:supplier-advocacy@westpac.com.au)

There is no fee for requesting that your personal information is corrected or for us to make corrections. In processing your request for access to your personal information, a reasonable cost may be charged. This charge covers such things as locating the information and supplying it to you.

There are some circumstances in which we are not required to give you access to your personal information.

- If we refuse to give you access to or to correct your personal information we will give you a notice explaining our reasons except where it would be unreasonable to do so.
- If we refuse your request to correct your personal information, you also have the right to request that a statement be associated with your personal information noting that you disagree with its accuracy.
- If we refuse your request to access or correct your personal information, we will also provide you with information on how you can complain about the refusal.

### **Resolving your privacy concerns and complaints – your rights**

If you are concerned about how your personal information is being handled or if you have a complaint about a breach by us of the Australian Privacy Principles, please contact the Supplier Advocacy team at [supplier-advocacy@westpac.com.au](mailto:supplier-advocacy@westpac.com.au)



- We will acknowledge your complaint as soon as we can after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.
- We aim to resolve complaints as quickly as possible. We strive to resolve complaints within five business days but some complaints take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.
- If you are unhappy with our response, there are other bodies you can go to.
- Under the Privacy Act you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information. The Commissioner can be contacted at:

GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
[www.oaic.gov.au](http://www.oaic.gov.au)

### **Definitions**

"We", "our", "us" means Westpac Banking Corporation ABN 33 007 457 141. "Westpac Group" means Westpac Banking Corporation and its related bodies corporate.