

T-Ports Collection Notice

This **Collection Notice** sets out details of how and why **T-Ports Pty Ltd ACN 620 129 544 of Level 4, 91 King William Steet, Adelaide SA 5000 (we, us or our)**, collects personal information. In this Collection Notice, 'you' refers to any individual about whom we collect personal information from in Australia.

What is personal information?

Personal information is information that identifies you or information by which your identity can reasonably be ascertained and may include an opinion about you.

How and why we collect personal information

We collect personal information primarily to register and manage your user account and to provide you with the services you have requested from us.

Personal information we will typically collect includes your name, contact details, including phone number, address and email address, account login information (including registration usernames), details of the services you have purchased, considered or enquired about, together with any additional information necessary to deliver those services and respond to your queries.

We collect your personal information when you use our services or interact with us, including when you create a user account with us as a registered user on our website (via our web portal), telephone, email or online communicate with one of our representatives, access or use our website or social media sites to participate in surveys). We may also collect personal information about you from third parties where you have agreed with them that your information may be disclosed with us, such as via the National Grower Register and social media platforms.

We typically use your personal information to:

- provide you with services you have requested from us;
- respond to your queries and requests, to resolve complaints and to respond to social media;
- keep a record of our dealings with you and enable us to contact you when necessary;
- promote relevant services which may be of interest to you via direct marketing or tailored advertising;
- connect registered grain buyers to growers in relation to the purchase of products or services of interest to them; and
- comply with our legal obligations.

Are we required by law to collect your personal information?

No, we are not required by law to collect personal information from you in order to provide our services.

Consequences if personal information is not collected

The main consequence of us not collecting your personal information is that we may not be able to provide your requested services or information to you or be able to provide them to the same standard as if we had the information requested.

Depending on how you deal with us, it's possible we may need to collect other types of personal information necessary to respond to your needs. Without this information, we may not be able to do so.

Sharing personal information

We may share personal information to business associates, contractors, agents or service providers that carry out functions on our behalf and assist us to deliver our services.

We do not generally transfer Personal Information outside of Australia.

We will never supply, sell or in any other knowing way, make available your personal information to other parties other than in the circumstances outlined above, unless you authorise us to do so.

Our Privacy Policy

More detailed information about the way we use and disclose your personal information is set out in our comprehensive Privacy Policy, www.tports.com.

Our Privacy Policy also contains information regarding how to opt-out of marketing communications from us and how you can seek access to and correct your personal information or raise a privacy concern.

Contacting Us

Our contact details are:

Privacy Officer

T-Ports Pty Ltd ACN 620 129 544

Address: Level 4, 91 King William Street, Adelaide SA 5000

Phone: 1800 87 67 87

E-mail: admin@tports.com

You may also request a copy of our Privacy Policy at the above addresses.

Last Updated: 3 October 2023