

# GLENCORE

## Privacy Collection Statement – Customers and Counterparties

Protecting your privacy is very important to Glencore Australia Holdings Pty Ltd, its Australian related bodies corporate and associated entities (**Glencore, our, us or we**). This Privacy Collection Statement details how we collect, use and manage our customers' and counterparties' Personal Information.

### The Types of Personal Information We Collect

As a prospective or existing customer or counterparty, we may collect Personal Information about you, your directors, officers and employees. This includes, but is not limited to, names, current and previous addresses, date of birth, telephone number, email address, bank account details and employment history.

In some circumstances, we may also collect Sensitive Information about you or your directors, officers and employees, which may include information about ethnicity, race or health and medical information. We may also collect identification information in order to verify your identity, such as driver's license and passport information. We collect this information where it is reasonably necessary to comply with the law or if it is required to administer aspects of the relationship between you and us.

You must have the consent of your directors, officers and employees if you disclose their Personal Information to us and must tell those individuals about our Privacy Policy and this Privacy Collection Statement.

We may also collect details of the interactions that you have with us, together with any other information that you choose to give us.

### How We Collect Personal Information

We will collect your Personal Information in a number of ways, including:

- directly from you (unless it is unreasonable or impracticable to do so);
- from third parties including employers, authorised representatives, agents or third parties who are authorised to share Personal Information, and publicly available sources of information, such as address validation software and telephone directories; and
- from third parties (some of whom may be our agents) who have identified you as someone who may wish to purchase our products or provide services to Glencore.

## Why We Collect Personal Information

We may collect your Personal Information for a range of different purposes as a prospective or existing customer or counterparty, including:

- to support our procurement and on boarding processes;
- to provide our products and services to you, or to provide you with a quote or offer for our products and services;
- to communicate with you about a potential or existing engagement with Glencore;
- to answer your enquiries and provide any information or documents you ask for;
- for administrative, planning, product or service development and delivery; and
- to update our records and keep your contact details up to date.

If you choose not to provide your Personal Information to us, we may not be able to engage in a business relationship with you, either partly or at all.

## Disclosing Personal Information to Third Parties

We will disclose your Personal Information to third parties during the course of business, including:

- your authorised representatives (agents, consultants, intermediaries);
- financial institutions (for payment processing);
- government and regulatory authorities (where required or authorised by law); and
- our service providers, such as information technology suppliers, contractors, debt collection agencies and our professional advisors, such as accountants, auditors and lawyers.

Where appropriate, we ask that these third parties hold, use and disclose your Personal Information in accordance with the Privacy Act and other relevant privacy laws.

## Information Held Overseas

We may hold or disclose your Personal Information to our joint venture partners, as well as our third party service providers located overseas. If your Personal Information is held overseas, it will most likely be held in Asia, North America, Europe and/or South America.

## How to Access or Correct Your Personal Information

Our Australian Privacy Policy sets out how you may access and correct your Personal Information and how you can lodge a complaint in relation to our treatment of your Personal Information.

Our Australian Privacy Policy is available at <http://www.glencore.com.au/en/Pages/privacy-policy.aspx>

You can contact us by email at [privacy@glencore.com.au](mailto:privacy@glencore.com.au).