TYRE STEWARDSHIP AUSTRALIA LIMITED

PRIVACY POLICY v2.0

1 INTRODUCTION

Tyre Stewardship Australia Limited (TSA) is committed to providing quality services and this policy outlines our ongoing obligations in respect of how we manage personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

2 WHAT PERSONAL INFORMATION WE COLLECT

We may collect and hold personal information such as:

(a) identity and business contact details (name, position, organisation, postal address, email, phone);

(b) records of communications and enquiries;

(c) Information required to administer our programs and stakeholder relationships;

(d) payment and invoicing-related information (where applicable); and

(e) any other information you provide to us, or we create in the course of dealing with you.

2.1 Sensitive information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

TSA does not seek to collect sensitive information.

2.2 Unsolicited personal information

If we receive unsolicited personal information, we will (within a reasonable period) determine whether we could have collected the information under the APPs. If we determine that we should not have collected the information (and the information is not required to be retained), we will destroy or de-identify the information as soon as practicable, or if destruction or de-identification would be unlawful or unreasonable, we may retain the information and will handle it in accordance with the APP's (including, where required, taking reasonable steps to notify the relevant individual of the collection and the matter required to be notified).

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3 HOW WE COLLECT AND HOLD PERSONAL INFORMATION

We collect personal information directly from you (for example, when you contact us, complete a form, attend an event, or otherwise engage with us). We may also collect personal information from third parties where appropriate (for example, your employer or organisation, our service providers, or other stakeholders).

At or before we collect personal information (or as soon as practicable afterwards), we will take reasonable steps to inform you about the collection and refer you to the relevant sections of this policy (including purposes, usual disclosures, and any overseas disclosures).

TSA's collection, retention and destruction of Personal Information comply with the Australian Privacy Principles and the Office of the Australian Information Commissioner (OAIC) APP Guidelines. Personal Information is stored, managed, accessed and destroyed in systems compliant with ISO27001 Information Security Management System standards.

4 WHY WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

We collect, hold, use and disclose personal information for purposes such as:

(a) responding to enquiries and communicating with stakeholders;

(b) administering and improving our programs and services;

(c) managing relationships with members, participants, suppliers and other stakeholders;

(d) processing payments and maintaining financial records (where applicable);

(e) compliance, governance, risk management and legal.

If personal information is not provided where requested, that may limit our ability to respond to enquiries or to fully administer our programs and services.

4.1 Direct Marketing

We may use your personal information to send information about our activities (for example, newsletters, updates and event invitations). You can opt out at any time by contacting us using the details below or by using the unsubscribe function. We will process all opt-out requests within a reasonable period.

4.2 Overseas disclosures

We do not disclose personal information to overseas recipients.

5 INTEGRITY OF PERSONAL INFORMATION

5.1 Maintaining the quality of your personal information

We take reasonable steps to ensure that the personal information we collect and hold is accurate, up to date and complete.

You may request correction of your personal information by contacting us (refer to section 7 below). We will respond within a reasonable period (generally within 30 days). We do not charge for correcting your personal information.

If we refuse to correct your personal information, we will provide written reasons (unless it would be unreasonable) and information about how you can complain. You may request that we associate a statement with the information explaining that you consider it inaccurate, out of date, incomplete,

irrelevant or misleading.

If we have previously disclosed your personal information to another APP entity and you request us to do so, we will take reasonable steps to notify that entity of the correction unless it is impracticable or unlawful.

5.2 Maintaining the security of your personal information

We keep personal information only for as long as necessary for the purposes described in this policy (and any other purpose permitted or required by law).

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure, including through administrative, physical and technical safeguards appropriate to the sensitivity of the information.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

6 ACCESS TO YOUR PERSONAL INFORMATION

You may request access to the personal information we hold about you by contacting us using the details below. We may ask you to verify your identity before providing access.

We will respond to access requests within a reasonable period (generally within 30 days). Where reasonable and practicable, we will provide access in the manner you request.

We do not charge for making an access request. If a charge applies to providing access, we will let you know in advance and it will not be excessive.

If we refuse access, we will provide written reasons (unless it would be unreasonable to do so) and information about how you can complain about our decision.

7 PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have a question or complaint about how we handle personal information, you can contact us using the details below. We will acknowledge your complaint and aim to respond within a reasonable period.

Where practicable, you may interact with us anonymously or using a pseudonym. However, we may need to identify you to respond to certain requests or to provide particular services.

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC).
Contact us by mail at: Tyre Stewardship Australia. PO Box 250, Richmond, VIC 3121
Email: getonboard@tyrestewardship.org.au
Phone: +613 9977 7820

8 POLICY UPDATES

We review this policy annually and update it where our practices or legal requirements change.

LAST UPDATED: October 2026

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