

Privacy Policy

Venture Ag Pty Ltd t/a Agri Business Consulting Group (ABCG)

ABCG collect, hold, use and disclose your personal information in a number of ways. ABCG is bound by the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles contained within the Act.

Purpose

The purpose of this privacy policy is to clearly outline the types, and circumstances, of personal information collected by us, and how we handle, use and disclose that personal information. It provides general information about how ABCG manage your personal information. ABCG collects personal information from you, in order to provide services for you. To discuss the exact information we require for each claim type or case assigned, please contact us on 0408 980 766 or email us at claims@agriconsult.com.au

Commitment

The protection of your privacy and confidentiality of your personal information is important to us.

If you chose not to provide us with the information that we have requested, in most cases, we will be unable to provide or administer the service required. Where this arises, we will advise you why.

Questions, comments and complaints

If you have any questions or comments regarding your privacy in relation to ABCG, please contact us on 0408 980 766 or email us at claims@agriconsult.com.au

If you believe that we have not fulfilled our obligations under the Privacy Act or you do not agree with a decision made by ABCG in relation to the access or update of your personal information, you can make a complaint to us by writing to us at:

Privacy Officer
Venture Ag Pty Ltd t/a Agri Business Consulting Group
PO Box 1564 Dubbo NSW 2830
email: claims@agriconsult.com.au

Once we have received your complaint, we will investigate and endeavor to respond to you within 10 working days. If you are unhappy with the response you received from ABCG, you can direct your complaint to the Federal Privacy Commissioner at:

Office of the Australian Information Commissioner (OAIC)
Privacy Complaints
GPO Box 5288 Sydney NSW 2001
Phone: 1300 363 992

Changes to this privacy statement

This privacy statement was last updated on 22 June 2023. ABCG continuously reviews our privacy statement and procedures to keep up to date with relevant legislative and operating requirements. As a result, we may update and change this privacy statement from time-to-time and these changes will be updated on our website. If you have a concern or query about this process and how it may affect you, please contact us at claims@agriconsult.com.au

Your consent

You consent to ABCG collecting, handling, using and disclosing your personal information in accordance with this privacy statement, as it may change from time-to-time, and as permitted by any law. From time-to-time we may require your consent to collect, handle, use, and disclose your personal information in order to continue to provide the services required or already provided. Your consent can be expressed or implied.

Keeping your information safe

ABCG has policies and procedures that prescribe how we handle and store information, and to ensure that information is only accessed by people that have the authority and need to do so. Both physical (such as locks and security systems) and electronic (such as firewalls, email spoofing protection, email link filtering, access controls for computer systems and encrypted stored data while at rest and in transfer) security mechanisms are in place and undergo routine review and testing. ABCG will destroy personal information if it is no longer needed for the purposes for which we collected it, or for the purposes of meeting legal and regulatory requirements. ABCG will properly dispose of all paper files, correspondence, and any other hardcopy documents while electronic records will be appropriately deleted from systems.

Types of personal information that we collect

We will only collect information from you that is reasonably necessary to undertake our business activities and functions. The types of information that we will collect will depend on the services required and the circumstances of your claim. Additionally, the types of information that we will collect will depend on the means which you chose to communicate with us, such as e-mail, telephone or in person.

The types of personal information we may ask for include, but are not limited to the following :

- your name and address;
- your contact details;
- identification information;
- property title details;
- your communication history with us.

Collection of personal information via online resources

When you engage with us through our online resources including, but not limited to websites and mobile applications 'apps'. The types of personal information we may ask for include, but are not limited to:

- server or IP addresses;
- date and time of visit to our site;
- pages visited;
- documents downloaded;
- the site you visited prior to visiting our website;
- the browser that you are using to access our resources;
- if you have visited our website before; or
- tracking user preferences.

In addition to the above, mobile apps may collect location data, however, you will be notified if this is the case.

How we collect your information

In most cases, we will only collect information from you directly, via telephone or an electronic means such as the Internet or email.

When you provide us with personal information of a third party

When you provide us with the personal information of a third-party, we will only use, handle or disclose that personal information for the purposes for which it was provided.

Disclosure of your information to third-parties

Personal information that we collect from you may be disclosed to:

- any entity to which we are required or authorised by or under law to disclose such information (for instance, law enforcement agencies and investigative agencies, courts, various other government bodies);
- other third-parties that you have consented to;
- our contractors, agents or business partners for purposes directly related to the purpose for which the personal information is collected.

Disclosure of your information to third parties overseas

ABCG may need to disclose your personal information to an overseas recipient. You consent to ABCG making these disclosures as we deem necessary to administer and supply the required services. You acknowledge that overseas recipients are not required to comply with the requirements of the Privacy Act 1988 (Cth) and you acknowledge that you are not able to enforce your rights under the Privacy Act 1988 (Cth) if an overseas entity breaches that Act.

Accessing your personal information

If you request it, we will provide you a summary of any personal information held about you in accordance with our obligations under the Privacy Act 1988 (Cth). If you request detailed information, ABCG may charge a fee for the retrieval of this information. Any requests for information will be processed within a reasonable timeframe (usually within 10 business days). If the retrieval of information involves accessing archived information and will take longer than normal, we will endeavor to provide you with an estimated timeframe. Under some circumstances, we may refuse you access to personal information where denying access is required or authorised by law, for example if access would pose a threat to life or the health of anyone, where the request for access is regarded as frivolous or vexatious, or where information relates to anticipated or legal proceedings. If you are denied access to your information, we will explain why.

How we keep your information up to date

We will take reasonable steps to ensure that your personal information is accurate and up to date and we will correct this as soon as we know otherwise. You have the right to ask us to correct your information. If you learn that your information needs to be updated, you should contact us as soon as possible and we will process your request. If we refuse to correct your information, we will explain why in writing, and advise you of the mechanisms available for you to lodge a formal complaint. You also have a right for a statement to be attached to your personal information if ABCG disagrees with your request to correct the information held.