



**Marano Enterprises (Miallo) Pty Ltd as Trustee for  
The Marano Family Unit Trust trading as Marano's Fuel**  
ACN: 009 952 443 ABN: 14 839 774 360

Postal Address: PO Box 47, Mossman Qld 4873  
Telephone: (07) 4098 8222  
Email: admin@maranos.com.au

## PRIVACY STATEMENT

### 1. Purpose

- 1.1. The purpose of this Privacy Statement is to outline how *Marano Enterprises (Miallo) Pty Ltd as Trustee for The Marano Family Unit Trust trading as Marano's Fuel* (referred to as "**we**", "**us**" and "**our**") will:
  - 1.1.1. collect and manage your Personal Information;
  - 1.1.2. protect your Personal Information;
  - 1.1.3. provide you with access to your Personal Information for the purpose of correcting your Personal Information or otherwise; and
  - 1.1.4. process complaints if you are concerned about our handling of your Personal Information.

### 2. Policy Statement

- 2.1. Personal Information will be collected, secured, maintained, used, disclosed and erased:
  - 2.1.1. in accordance with the *Privacy Act 1988* ("**Privacy Act**");
  - 2.1.2. the *Australian Privacy Principles* ("**APPs**");
  - 2.1.3. this Privacy Statement; and
  - 2.1.4. for the purpose of our business functions and activities.

### 3. Publication on our Website

- 3.1. We may update or change this Privacy Statement from time to time.
- 3.2. By continuing to use our website, or otherwise continuing to deal with us, you accept this Privacy Statement (and any updates or changes to the Privacy Statement) as it applies from time to time.

### 4. What is Personal Information?

- 4.1. *Personal Information* is defined by the *Privacy Act* and means:
  - 4.1.1. information or an opinion about an identified individual or an individual who is reasonably identifiable;
  - 4.1.2. whether the information or opinion is true or not; and
  - 4.1.3. whether the information or opinion is in a material form or not.
- 4.2. The types of Personal Information that we may collect from an individual will depend on why and the circumstances in which the information is collected.
- 4.3. We may collect information about an individual which includes the individual's:
  - 4.3.1. name;
  - 4.3.2. date of birth;
  - 4.3.3. sex or gender;
  - 4.3.4. financial details (such as credit card details);
  - 4.3.5. contacts (email address; residential or business address or mobile phone number);
  - 4.3.6. business contacts (for example a referee for a credit application); and



4.3.7. banking or credit card information.

- 4.4. If an individual applies for employment with us or is one of our contractors, we may also collect information relevant to the employment application or contractor's engagement, including the individual's name, contact information, qualifications, residency status, next-of-kin, banking details and reference information.
- 4.5. Information that is not about an individual or which has identifying information redacted or removed (so the identity of the individual cannot be ascertained) will not be Personal Information.

## 5. What is covered by this Privacy Statement?

- 5.1. All Personal Information that we collect and hold or may, in the future, collect and hold is covered by this Privacy Statement.
- 5.2. This includes information that you may provide when you visit our website, order goods and services from us, enter a competition or promotion or fill out any application (including application for employment or credit account application) or respond to a survey.

## 6. What kind of Personal Information do we collect and hold?

- 6.1. We may collect Personal Information by various means and sources in the course of undertaking our business functions and activities including:
- 6.1.1. directly from you when you provide Personal Information to us when:
- 6.1.1.1. you acquire goods or services from us; or
  - 6.1.1.2. you provide goods or services to us;
- 6.1.2. directly from you when you use our website including our social media applications and other web-based applications;
- 6.1.3. directly from you if you enter any of our promotions or competitions;
- 6.1.4. from third parties: for example, any business/trade referees that customers provide to us to assess their credit applications; and
- 6.1.5. through security videos and audio surveillance at our business sites.
- 6.2. Where practical and reasonable, we will:
- 6.2.1. collect Personal Information directly from the individual concerned; and
  - 6.2.2. tell that individual that we are collecting Personal Information about that person.
- 6.3. Generally, we do not require individuals to disclose *sensitive information* or *health information*, but we may do so if that is necessary for employment, work health and safety or any other lawful purpose.

## 7. What do we do with *unsolicited Personal Information*?

- 7.1. If we receive unsolicited Personal Information (Personal Information that we receive when we have taken no steps to collect that information) then we will, within a reasonable time, decide whether we could, under the APPs, have solicited that Personal Information.
- 7.2. If we determine that we would not, under the APPs, have been permitted to solicit the Personal Information, we will, as soon as practicable and reasonable and if lawful, destroy or de-identify that unsolicited Personal Information.
- 7.3. If we determine that we could, under the APPs, have solicited the Personal Information, then we may use and disclose the Personal Information for the purpose for which it was disclosed and as permitted by the *Privacy Act*.

## 8. How we use and disclose your Personal Information?

- 8.1. The purpose for which we use and disclose Personal Information will depend on why and the circumstances in which it was collected.
- 8.2. We may use or disclose Personal Information:
- 8.2.1. for the purposes for which it was collected;



- 8.2.2. for a related secondary purpose, if the use or disclosure could reasonably be expected;
- 8.2.3. for other purposes to which an individual has consented; and
- 8.2.4. as otherwise authorised or required by law.

8.3. Specific purposes for which we may use or disclose Personal Information include:

- 8.3.1. the supply of goods and services to or acquisition of goods and services from an individual or business;
- 8.3.2. to improve our products and services;
- 8.3.3. to contact you for marketing purposes;
- 8.3.4. to consider whether to engage you as an employee or contractor;
- 8.3.5. if applicable, managing or administering your engagement or employment;
- 8.3.6. to transact business with you or your employer or head contractor including managing contracts and relationships with those parties;
- 8.3.7. to collect overdue payments in respect of a customer's credit account; and
- 8.3.8. to maintain safety and security in respect of our premises, IT and other systems.

8.4. We may disclose Personal Information within Australia or to an overseas recipient through cloud hosting services.

8.5. We will comply with the APPs with respect to the use or disclosure of Personal Information by an overseas-based recipient by (among other things) requiring that overseas recipient to treat the Personal Information in a manner that complies with the APPs and the *Privacy Act*.

8.6. We may disclose Personal Information to law enforcement agencies or government authorities in accordance with the APPs. This may include disclosing your Personal Information as required by law or, when we believe that disclosure is necessary to protect our rights or comply with a subpoena, court order or mandatory request from a regulator properly served on us.

8.7. We may disclose your Personal Information if we intend to sell the whole or part of our business and if we do so to the new owner of the sold business.

8.8. We do not and will not sell your Personal Information to a third party without your consent.

**9. How do we protect your Personal Information?**

- 9.1. We take reasonable steps to ensure that your Personal Information is secure when held by us.
- 9.2. To the extent permitted by law, we exclude all liability (including for negligence) for the consequences of any unauthorised access to, disclosure of, misuse or loss or corruption of Personal Information.
- 9.3. Nothing in this Privacy Statement restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010*.
- 9.4. When Personal Information is no longer needed for any purpose associated with our business functions or activities or there is no legal requirement for us to keep the Personal Information, we will take reasonable steps to destroy or de-identify the Personal Information, if it is lawful to do so.

**10. How do I seek access to my Personal Information?**

- 10.1. You may request access to your Personal Information held by us.
- 10.2. To do so, you should write to our Privacy Officer and include photographic verification of identity (certified by a Justice of the Peace or Commissioner for Declarations if we do not know you).
- 10.3. Our Privacy Officer can be contacted at the addresses in section 13 below.
- 10.4. We will respond to any written access request within 30 days from the date of request.
- 10.5. Where practicable and reasonable, we will give you access to your Personal Information in a manner requested by you.
- 10.6. We may refuse a request for access to Personal Information if we are lawfully entitled to do so.



- 10.7. If we refuse access to your Personal Information, we will provide reasons for our decision.
- 10.8. The APPs provide a number of grounds on which we may decline access to your Personal Information. Examples include where our granting you access would unreasonably interfere with the privacy rights of others or if the Personal Information is the subject of legal professional privilege.
- 10.9. We may charge a fee for giving access to your Personal Information.
- 10.10. If we charge a fee, we will disclose that fee to you before we process your access request and before any costs are incurred.
- 10.11. Any access fee will be reasonable and relate to the reasonable costs incurred in responding to your access request.

## **11. How do I correct Personal Information you hold about me?**

- 11.1. We will take reasonable and practical steps to ensure that the Personal Information that we collect is accurate, up-to-date and complete.
- 11.2. We will make changes to your Personal Information if you notify us of any inaccuracy or change.
- 11.3. We will also update or change your Personal Information, if we become aware that it is no longer accurate or up-to-date.
- 11.4. You may correct your Personal Information by writing to our Privacy Officer at the address set out in section 13 below.
- 11.5. If we decide not to change your Personal Information in response to a correction request by you, then we will:
  - 11.5.1. provide written reasons for that refusal; and
  - 11.5.2. tell you about avenues available for you to complain about our refusal to correct your Personal Information.
- 11.6. You may also ask us to attach a written note on your Personal Information that you dispute the truth, accuracy or completeness of that Personal Information.

## **12. Complaints About Handling of Personal Information**

- 12.1. You may complain about our handling of your Personal Information by writing to our Privacy Officer whose contact details are in section 13 below.
- 12.2. We may need to verify your identity before responding to your complaint.
- 12.3. We will respond to your complaint within 30 days.
- 12.4. If your complaint is not resolved to your satisfaction then you may submit your complaint to the Office of the Australian Information Commissioner: [oaic.gov.au/privacy/privacy-complaints](http://oaic.gov.au/privacy/privacy-complaints).

## **13. Contacting our Privacy Officer**

- 13.1. If you have any privacy-related questions, complaints or matters you may direct them to our Privacy Officer using these contacts:

Email: [privacyofficer@maranos.com.au](mailto:privacyofficer@maranos.com.au)

Mail: Privacy Officer, Marano's Fuel, PO Box 47, Mossman Qld 4873

## **14. Updates and Changes to the Privacy Statement**

- 14.1. We may update or change this Privacy Statement from time to time.
- 14.2. Updates to this Privacy Statement will be placed on our webpage.
- 14.3. If you continue to use our website after an update or change has been made, you acknowledge and agree that you have read, understood and accept the update or change to the Privacy Statement.

*This Privacy Statement was last updated on: 22 February 2022.*