



Privacy Complaints Handling Procedure

Objective

Cascade (Australia) Pty. Ltd. ACN 000 998 710 ("Cascade") is committed to delivering high quality products and services to those who deal with it. Cascade is committed to understanding and responding to the needs and concerns of our customers and clients.

The aim of this policy is to provide guidance as to the manner in which Cascade receives and handles complaints made to Cascade in respect of Cascade's business activities and dealings with its customers and clients.

The objective of this policy is to assist Cascade in dealing with and resolving complaints in an efficient, effective and professional manner.

Scope

The *Information Privacy Act (Cth) 2009* says that an individual who considers that an organisation or agency has interfered with their privacy should make their complaint to that organisation or agency first and allow an adequate opportunity for the complaint to be dealt with by the organisation or agency (generally giving 30 days (4 weeks) for a response).

Scope

In creating this policy, Cascade Australia Pty Ltd has sought to ensure that our procedures accord with relevant legal requirements and best practice. In particular, this policy created to deal with all Privacy complaints.

Why do we collect information

We collect information with regards to our customers, suppliers, contractors, job applicants and other contacts to understand and meet their needs, to conduct our activities and meet legal obligations.

What type of personal information do we collect

The types of personal information we may collect include contact information (such as your name, address, email address, fax and telephone number), passport details (if you are a and employee), information about your product preferences, your email and phone contact preferences, comments you submit by way of survey and any feedback that you provide to us about our products and services, our website, or other matters.

Personal information may be collected by way of forms filled out by individuals (including via online forms), surveys, emails, telephone conversations, online user-generated content and market research, face-to-face meetings and interviews. Where necessary and with your consent, we supplement the information we receive from you with information from third party sources, such as your employer.

You may in some circumstances have the option of not identifying yourself or using a pseudonym when you deal with us. However, if you choose not to provide the information we need to fulfil your request for a specific product or service or to participate in standards development activities we may not be able to provide you with the requested product or service or we may not be able to allow you to participate in our activities.

Cascade Australia also collects statistical information about visitors temperatures for covid tracking and also our website uses cookies and web analytics that could be linked to IP addresses.



Privacy Complaints Handling Procedure

Doc: 01.02.02.002

Issue: 02

Date: 11.02.2021

Page 2 of 4

Definitions and Guiding principles for effective handling of complaints

Cascade abides by the guiding principles as set out section 4 of AS ISO 10002-2006 for effective handling of complaints. The guiding principles set out at section 4 of AS ISO 10002-2006 are as follows:

Principle	Explanation of Principle
Personal Information	Personal information is, generally speaking, information or an opinion relating to an identified, or reasonably identifiable, individual.
Visibility	Information about how and where to complain should be well publicised to customers, clients, Cascade's personnel and other interested parties. This policy is available on Cascade's website and also internally.
Accessibility	The complaints-handling process as outlined in this policy should be easily accessible to complainants and all relevant representatives of Cascade. This policy is drawn in a manner that is easy to understand and sets out simply the process of making and resolving of complaints.
Responsiveness	Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be addressed promptly in accordance with their urgency. Complaints will be handled in an efficient and effective manner and complainants will be treated courteously and kept informed of the progress of the complaint through the complaints-handling process.
Objectivity	Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Charges	The complaints-handling process is free of charge to the complainant.
Confidentiality	Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Customer-focused approach	Cascade is committed to adopting a customer-focused approach to dealing with complaints. We are open to feedback, including in respect of the form of complaints and we acknowledge the right of our customers and clients to complain.
Accountability	Cascade and its employees accept responsibility for effective complaints handling procedures, including being accountable for and reporting on the actions and decisions of Cascade in respect to complaints handling.
Continual improvement	Cascade is committed to continually improving its complaints-handling processes.

Complaints Handling

1. How may a complaint be made

Where possible, complaints should be made in writing so that the details of the complaint are clear and complete and so that we may more effectively deal with the complaint.

Complaints should be directed to:



Privacy Complaints Handling Procedure

Doc: 01.02.02.002

Issue: 02

Date: 11.02.2021

Page 3 of 4

Cascade Australia
Privacy Officer (General Manager Australia)
Po Box 509
Mt Ommaney, Queensland, Australia 4074

Telephone: 07 3373 7300
Email: aus.privacy@cascorp.com

2. Information to be provided when making a complaint

When making a complaint, please provide the following information:

- Your Name, the organisation you are from (if applicable), your position and contact details;
- Your relationship with Cascade;
- The name of any contact person at Cascade;
- Details of the complaint (including when the conduct giving rise to the complaint occurred);
- Details of any persons or persons of Cascade involved (if applicable);
- Copies of any documentation that supports the complaint.

3. Help with making a complaint

If you require any assistance in formulating or lodging a complaint, please contact the Complaints (Privacy) Officer at the contact details set out above.

4. Acknowledgment of complaint

We will acknowledge receipt of a complaint immediately upon receipt.

We will endeavour to resolve complaints within four (4) weeks of receiving the complaint. However, this may not be possible in all instances. Where time to deal with a complaint will exceed four (4) weeks, we will contact the complainant to inform of the reasons for the delay and indicate when we expect to be in a position to complete our review of the complaint.

5. Your rights in the complaints process

Complainants have the right to enquire as to the status of their complaint by contacting the Privacy Officer or any other team member or representative of Cascade who has been identified to the complainant as handling the complaint.

6. Responding to a complaint

Once we have reviewed a complaint, we will provide the complainant with a written response. If the complainant is dissatisfied with our response, the complainant has a right to



Privacy Complaints Handling Procedure

Doc: 01.02.02.002

Issue: 02

Date: 11.02.2021

Page 4 of 4

ask for the response to be re-considered by the Privacy Officer. Such a request should be made in writing to the Privacy Officer and forwarded by post or email to the addresses provided above.

7. Further action

If a complainant remains dissatisfied with the manner in which the complaint has been handled, the complainant may have a right to refer the complaint to some other external resolution body.

Quality Assurance

Complaints will be analysed by our Complaints Officer at regular intervals to identify any recurring or systemic problems. If any such problems are identified, we will consider what actions we need to take to address any such problems.

Our complaints handling process will be reviewed periodically in order to enhance our delivery of efficient and effective outcomes in respect of complaints received.

Legislation

Information Privacy Act (Cth) 2009

Privacy Regulations 2013

Anti Money Laundering and Counter Terrorism Financing Act 2006