Riordan | Fuel Privacy Policy

At United Retail Group Pty Ltd t/as Riordan Fuels, we recognise the importance of your privacy and understand your concerns about the security of the personal information you provide to us. We comply with the National Privacy Principles ("NPPS") as contained in the Privacy Act 1988. The NPPs detail how person information is collected, used, stored and destroyed and how an individual may gain access to personal information held about them. Personal information, as distinct from business information, is information, or an option, that identifies an individual, or from which a person's identity could be ascertained.
This policy details how United Retail Group Pty Ltd T/A -Riordan Fuels manages person information, sets out some of your privacy rights in relation to personal information, and advises how you can contact us with privacy queries. Our policy is not aimed at curtailing the flow of business or business information, but simply ensuring personal information is handled in accordance with the Privacy Laws.

Collecting Personal Information About You
In the course of doing business, United Retail Group Pty Ltd T/A -Riordan Fuels endeavours to collect business information only. However, the collection of personal information in some instances is unavoidable. We aim only to collect personal information that is necessary to supply you with the goods or services that you or your organisation have contracted us to provide and advise of the consequences if you/it chooses not to provide the information.
The type of personal information collected will depend on the type of question or request you have made to us, or the goods or services you have asked us to provide or may be interested in, and may include names, addresses, telephone and fax numbers, e-mail and driver's licence numbers.
At the time personal information is collected or as soon as practicable thereafter, we will advise you of:

- Our details and how to contact us;
- The purpose for which the information is collected.
- Details of how to access any information held about you;
- The type of organisations to which we may disclose that information; and
- The legal and other consequences of you not providing the information (if any)
- Unless any of the above is obvious in the circumstances or detailed on a collection form.

While we endeavour to only collect personal information from the individual involved, in some instances we may also receive personal information about you from third parties. Where we receive (and retain) or use personal information received from third parties (ie United Retail Group Pty Ltd T/A -Riordan Fuels dealers), we will contact you and advise you that we hold this information.

How Do We Use Your Personal Information?
United Retail Group Pty Ltd T/A -Riordan Fuels may use and disclose your personal information if the disclosure is necessary to answer your enquiry or request, complete the services we provide, or in order to supply you or your organisation with goods ordered. Within Riordan Fuels, we may use and disclose your personal information for the purposes of performing our administrative tasks and other operations, including accounting, marketing, record keeping and archiving.
We may also use your personal information for related purposes that you would reasonably expect, such as providing you with details about new product launches, other goods or services offered by us, as well as any promotions or sales relating to our business that may be of interest to you. You can opt out of receiving this
information at any time by notifying us. In some cases we may disclose your personal information to third parties such as United Retail Group Pty Ltd T/A -Riordan Fuels dealers, but only if it is required to answer and follow up your enquiry, provide you with goods or services, or complete the transaction you have entered into.

We may also disclose your personal information where we have sought your consent or as is otherwise allowed by law.
If you do not consent to the provision of your personal information, we may not be able to answer and follow up your enquiry, provide you with goods or services, or complete the transaction you have entered into.

Transfer of Information Outside of Australia
We will not send your personal information outside of Australia unless:

- It is necessary to complete your transaction.
- You have provided your consent.
- We believed on reasonable grounds that the organisation involved would
- only deal with your personal information in a similar manner to the requirements under the NPPs; or
- Where otherwise allowed by the Privacy Act.

Storage and Security

At United Retail Group Pty Ltd T/A -Riordan Fuels, personal information is stored electronically, on paper, or both. United Retail Group Pty Ltd T/A -Riordan Fuels has physical, electronic and procedural safeguards for personal information and takes reasonable steps to ensure that your information is protected. Data stored electronically is protected by firewalls, and access to electronic records is limited by security levels and passwords. Staff access to information on the computer system is limited and files can be designated read-only or no access.

Your personal information is stored within secure premises. Internally, steps are taken to ensure access to personal information is limited, including filing in a locked cabinet within a secured office.

Please be aware that personal information provided by email may not be secure. If you have any concerns regarding the security of your personal information when sending emails, please provide the information in an alternate hard copy format via registered post or delivered in person. We may record your email address if you send us email.

United Retail Group Pty Ltd T/A -Riordan Fuels uses secure methods to destroy or permanently de-identify your personal information when it is no longer needed. United Retail Group Pty Ltd T/A -Riordan Fuels will retain personal information while it is required for any of its functions, or for any other lawful purpose.

Access & Correction

In most cases, you will be able to gain access to personal information held about you by United Retail Group Pty Ltd T/A -Riordan Fuels. We may provide you with this information verbally or in writing, as may be appropriate. Where we do not agree to provide you with details of personal information, we will give you reasons why. We will take reasonable steps to amend or correct your personal information to keep it accurate and up to date. Please notify us of any changes to your personal (and business) information in writing.

Privacy Concerns or Complaints

If you have any queries or concerns about your personal information, or would like to make a complaint, please contact our Privacy Officer for assistance.

How to Contact Us:

Privacy Officer
United Retail Group Pty Ltd t/a Riordan Fuels Express Diesel
and its related Bodies Corporate

Address: PO BOX 27, Lara VIC 3212
Freecall: 1800 746 732 | E: info@riordangroup.com.au
riordangroup.com.au