

PRIVACY POLICY

1. Purpose

This Privacy Policy outlines how Market West (Chamber of Fruit and Vegetable Industries WA) and Market West Credit Service (FPAA Pty Ltd) collects, uses, discloses, and protects personal information in accordance with the *Privacy Act 1988 (Cth)* and the principles of good governance under the *Associations Incorporation Act 2015 (WA)*.

2. Scope

This policy applies to all Market West members, Credit Service members (buyers), volunteers, employees, contractors, and other individuals whose personal information is collected by Market West and the Market West Credit Service.

3. Collection of Personal Information

Personal Information is information about an individual whose identity is apparent or whose identity can reasonably be ascertained from the information.

Market West may collect personal information including, but not limited to:

- Full name
- Contact details (address, phone number, email)
- Credit History
- Payment information
- Attendance at events or meetings
- Employment history

We collect this information through credit applications, membership forms, event registrations, email communications, and other interactions with Market West.

4. Use of Personal Information

Personal information is used for purposes including:

- Managing membership and buyer records
- Communicating with members and buyers
- Identifying credit worthiness

- Organising events and activities
- Complying with legal obligations
- Reporting to regulatory bodies

We will only use personal information for the purpose for which it was collected, unless consent is provided or required by law.

5. Market Price Reporting and Statistics

Market West operates an electronic price reporting and statistical service for the fruit and vegetable industry. Market West members submit sales pricing for produce lines, which is published on the Market West website. All pricing information is de-identified and reported in aggregated form to ensure individual transactions and parties cannot be identified.

Market West also collects data on the volume of produce traded in the markets. This information is published on the Market West website as aggregated throughput volumes and is accessible to users who register and log in to the reporting system.

De-identified and aggregated price and volume statistics are shared with the national industry body, Fresh Markets Australia, for inclusion in its national Fresh Data service.

6. Cookies

Market West does not use cookies on its primary website. However, Google may place cookies through its reCAPTCHA service, which helps protect the website from spam and automated misuse.

Further information about Google's privacy practices and the data it collects is available at:
<https://policies.google.com/privacy>

Market West's Pricing and Statistics system uses a session cookie when a user logs in. This cookie contains a unique identifier for the duration of the login session only and does not collect personal information. No third-party cookies are used on this system.

You may configure your web browser or device to manage, block, or delete cookies. Please note that disabling cookies may limit the availability or functionality of certain features of the website.

7. Disclosure of Personal Information

We do not disclose personal information to third parties unless:

- Consent has been provided
- Required by law
- Necessary for the operation of the association (e.g., service providers)

Participating in Market West's Credit Service authorizes Market West to potentially disclose information to credit reporting agencies before, during and after providing credit, including but not limited to:

- Identifying particulars – name, sex, date of birth and drivers licence number
- The fact that you have applied for credit, the credit limit and that Market West is a credit provider
- Advice about payments at least 60 days overdue and which are in collection (and advice that payments are no longer overdue)
- Market West's opinion that you do not intend to meet your credit obligations or that you have committed some other serious infringement
- That credit provided has been paid or otherwise discharged.
- Notifying other credit providers and Members of Market West of a payment default
- Notify and exchange information with Market West's collection agent of a payment default

8. Data Security and Storage

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes:

- Secure digital storage
- Restricted access to records
- Regular data backups

All data is hosted in Australia

9. Access and Correction

Individuals may request access to their personal information and request corrections if inaccurate. Requests should be directed to administration via admin@marketwest.com.au We will respond within a reasonable timeframe.

10. Member Rights

Members and buyers have the right to:

- Know what information is held and why
- Be assured their information is kept confidential
- Request access or correction
- Be informed of any data breaches affecting their information

11. Website and Online Services

If our website collects personal information (e.g., via forms or cookies), we will provide a separate online privacy notice detailing how this data is handled.

12. Complaints

Complaints about privacy practices should be directed to the Chief Executive Officer. If unresolved, individuals may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or 1300 363 992.

13. Policy Review

This policy will be reviewed annually or when significant changes occur in legislation or association practices.



References

Consumer Protection WA – Privacy and Confidentiality of Records

INC Guide – Key Obligations under the Associations Incorporation Act 2015

<https://policies.google.com/privacy>