

Privacy Policy

Australian Greenlife Group | Corporate Policy 2.0

How we collect, use, disclose and protect personal information

Aligned with the Privacy Act 1988 (Cth) and the Australian Privacy Principles

YOUR PRIVACY MATTERS TO US

Effective: 1 October 2026 | Next review: 1 October 2028



Publicly available

We are committed to handling personal information openly, lawfully and with respect for your privacy

WHAT THIS POLICY COVERS

This Policy explains how the QIF Group (the “Company”) collects, holds, uses, discloses and protects personal information. It applies to all personal information we handle, however collected — in person, at our nurseries, by phone, email, our website, or through suppliers and business partners.

WHO THIS POLICY APPLIES TO

Customers and prospective customers; suppliers, contractors and business partners; site and website visitors; job applicants; and members of the public who contact us. Employee information is also covered by our Employment Policy 10.1.

OUR COMMITMENT

We only collect personal information we genuinely need, we tell you why, we keep it secure, and we give you the means to access it, correct it, or complain. This Policy is available free of charge on request and on our website.

What we collect and how we collect it



INFORMATION WE TYPICALLY HOLD

Depending on your relationship with us, we may hold: your name and contact details; delivery and billing addresses; order, quotation and payment history; bank or credit card details; ABN and trading terms for suppliers and trade customers; correspondence and enquiry records; site visitor and delivery records; CCTV footage at our nurseries; website usage data and cookies; and, for job applicants, résumés, referee reports and background check results.

PERSONAL INFORMATION

Information or an opinion about an identified individual, or an individual who is reasonably identifiable — whether true or not, and whether or not recorded in a material form.

SENSITIVE INFORMATION

A special category including health, race or ethnic origin, political or religious beliefs, union membership, sexual orientation and criminal record. We collect it only with your consent and where reasonably necessary.

We only collect personal information that is reasonably necessary, and we tell you why when we collect it

HOW WE COLLECT YOUR PERSONAL INFORMATION

DIRECTLY FROM YOU

When you buy, request a quote, open an account or contact us.

THROUGH OUR WEBSITE

Through cookies and website analytics as you browse.

FROM THIRD PARTIES

Credit reporting bodies, referees and logistics partners.

UNSOLICITED INFORMATION

If we could not lawfully collect it, we destroy or de-identify it.

How we use and disclose your information



We use your information only for the purpose we collected it, or a purpose you would reasonably expect

WHAT WE USE IT FOR

To supply products and take payment; process orders, quotes and deliveries; administer trade accounts; answer enquiries; manage suppliers; keep sites safe; and meet legal obligations.

WHO WE DISCLOSE IT TO

Transport and delivery partners; payment processors and banks; credit reporting bodies; IT and cloud providers; advisers; and debt recovery agents. Also where the law requires or authorises it, or to prevent a serious threat to safety.

OVERSEAS DISCLOSURE

Some of our service providers, particularly cloud hosting and software providers, may store or access personal information outside Australia — most commonly in the United States, Singapore and New Zealand. We will seek to limit the jurisdictions in which this personal information is stored.

Before we disclose personal information overseas we take reasonable steps to ensure the recipient handles it consistently with the Australian Privacy Principles, including through contractual protections and due diligence on the provider.

MARKETING AND YOUR CHOICES

We may send you news about our products, promotions and seasonal ranges.

Every marketing message has a simple opt-out, and you can ask us to stop at any time.

We do not sell your information or disclose it for others' marketing.

We take reasonable steps to protect personal information from misuse, loss and unauthorised access

HOW WE PROTECT IT

Access controls and unique logins; encryption in transit and at rest; secure cloud hosting; firewalls and patching; physical site security; and contractual confidentiality.

OUR PEOPLE

Access is limited to staff who need it for their job. Our staff are trained in their privacy obligations, and misuse is treated as a serious disciplinary matter.

HOW LONG WE KEEP IT

We keep personal information only for as long as we need it for the purpose we collected it, or for as long as the law requires. Tax and financial records are generally kept for five years, and employee records for seven years.

When we no longer need personal information, and we are not required by law to keep it, we destroy it securely or de-identify it. Unsuccessful job applicants’ sensitive information is destroyed once recruitment is complete.

WHAT THIS MEANS IN PRACTICE

We hold records in secure cloud systems rather than in hard copy wherever we can.

We check that our cloud and IT providers meet appropriate security standards.

No system is perfectly secure, so we also plan for what happens if something goes wrong.

If a data breach is likely to cause you serious harm, we will tell you and we will tell the regulator

WHAT IS A DATA BREACH

A data breach happens when personal information we hold is lost, or is accessed or disclosed without authorisation — for example a lost device, a misdirected email, or an unauthorised access to our systems.

HOW WE RESPOND

We act immediately to contain the breach and limit the harm, then investigate what happened, what information was involved and who is affected. We also review what allowed it to happen so we can prevent a recurrence.

OUR OBLIGATIONS UNDER THE NOTIFIABLE DATA BREACHES SCHEME

Where we suspect an eligible data breach, we assess it within 30 days to decide whether it is likely to result in serious harm to any affected individual.

If it is, we notify the affected individuals and the Office of the Australian Information Commissioner as soon as practicable, explaining what happened, what information was involved and the steps you should take.

IF YOU ARE CONCERNED

Contact our Privacy Officer if you think your information has been compromised.

We will tell you clearly what happened and what you can do about it.

You can also raise a data breach concern directly with the Information Commissioner.

Your rights: access, correction and complaints



You can ask what we hold, ask us to correct it, and complain if we get it wrong

HOW TO MAKE A COMPLAINT

Contact our Privacy Officer, setting out what has happened and how you would like it resolved. We will acknowledge it promptly, investigate, and respond in writing within 30 days. If you are not satisfied, you can complain to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.

Privacy Officer: Robert Moran, Director
robert.moran@qif.com.au — +61 411 623 473

ACCESS AND CORRECTION

Ask our Privacy Officer for the personal information we hold about you. We will verify your identity and respond within 30 days. Access is usually free, though we may charge a reasonable fee for substantial records. If information is inaccurate, out of date or misleading, we will correct it at no cost. If we refuse, we will explain why in writing.

WHAT ELSE YOU SHOULD KNOW

We may refuse access where it would unfairly affect another person’s privacy.	Employee records fall under our Employment Policy 10.1.	Health records, surveillance, spam and do-not-call laws may also apply.
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How this Policy is governed



We review this Policy at least every two years and whenever our practices or the law change

REVIEW AND CHANGES

We may update this Policy from time to time to reflect changes in our business, our systems, or the law. The current version is always available free of charge on our website and on request. Where a change is significant, we will take reasonable steps to bring it to your attention.

HOW THIS POLICY RELATES TO OTHERS

This Policy sits alongside our website terms, our trading terms and conditions, and our internal policies. Personal information about our employees is governed by QIF Employment Policy 10.1 — Personal Information Policy, which applies in addition to this Policy.

POLICY DETAILS

QIF Group Privacy Policy — Version 1.0

Effective: 1 October 2026. Next review: 1 October 2028.

Questions or complaints: our Privacy Officer
Robert Moran, Director
Email: robert.moran@qif.com.au
Mobile: +61 411 623 473.