

1. Introduction

Viterra Grain Limited ("Viterra") respects your privacy.

This Online Privacy Policy sets out the manner in which we handle your personal information in respect of online services provided to you by us. Your "personal information" is any information or opinion about you that is capable of identifying you. "Online services" are any services provided by Viterra via the Internet (including email and hypertext transfer protocol and file transfer protocol data).

We are an "organisation" for the purposes of the Privacy Act 1988 ("Act"), and are bound by the National Privacy Principles contained in the Act. No general exemptions under the Act apply to the personal information handled by us, or to any of our acts or practices, in respect of our online services.

2. Our Handling of Your Personal Information

We only collect your personal information directly from you, and we endeavour to limit the personal information we collect to that which is necessary for our functions or activities. When collecting your personal information, we take reasonable steps to make you aware of the purposes for which the information is being collected by us, the organisations to which we would usually disclose your information, and any consequences for you if you fail to provide any information that is requested by us.

We will generally only use or disclose your personal information for the purpose for which we collect it, and for related purposes that we consider are within your reasonable expectations. Otherwise, we will seek your consent prior to using or disclosing your personal information for another purpose, unless we are required or authorised by law to do so without seeking your permission.

We will take reasonable steps to destroy your personal information when it is no longer needed by us.

2.1 Automatic Server Logs

Our web site server automatically collects various items of information when you use our web site, including:

- your IP ("Internet Protocol") address (which, in general terms, is a unique identifier assigned to your computer when it is connected to the Internet);
- the operating system and Internet browser software you are currently using; and
- the data that you download (such as web pages or other document files and software), and the time that you download it.

Although, in some circumstances, it may be possible to identify you from this information, we do not attempt to do so, and only use this information for statistical analysis, system administration, and similar related purposes. This information is not disclosed to any other party.

2.2 Cookies

Our web site uses "cookies" in order to deliver tailored content to you (for example, text-only or graphical content depending upon your choice, or customised web pages tailored to your needs). We do not use data returned to our server from cookies for the purpose of tracking your access to our web site.

2.3 Email and Message Forms

We may collect personal information from you (such as your name, email address, and any other personal information you volunteer) if you send us email or if you submit information to us using a message or feedback form. We will use this personal information to contact you to respond to your message, and for other related purposes we consider would be within your reasonable expectations. We will not use or disclose any such information for any other purpose without your consent.

2.4 Registered User Only Areas

We may collect personal information from you, including your name, email address, delivery card number, and telephone number, if you choose to create a user name and password to log in to special areas of our site. We may use this personal information to:

- send you emails that contain information relating to grain marketing and Viterra's other core activities
- send you emails (such as newsletters or pricing updates), if you elect to receive them (you may elect to not receive this information at any time by editing your information online and updating your preferences); and
- tailor web page results according to your requirements or preferences.

We will not disclose this information to any other party without your consent.

If you do not provide certain items of information, you may be unable to use these features of our web site.

3. Protection and Transmission of Personal Information

You acknowledge that, if you provide any personal information to us via our online services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated to you beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).

If we receive your personal information, we will take reasonable steps to store it such that unauthorised access, modification, disclosure, misuse and loss are prevented (such as by the use of password protection).

4. Other Online Services

If any of our online services (including any email messages we send to you) contain links to other online services that are not maintained by us ("Other Services"), or if Other Services link to our online services, we are not responsible for the content of those Other Services or the privacy practices of the organisations that operate them, and by providing such links we do not endorse or approve the Other Services. This Privacy Policy applies only in respect of our online services.

5. Information Transferred Overseas

We will not transfer any of your personal information to other parties that are outside of Australia (unless we have obtained your consent for this to occur).

6. Access

You may contact us to request access to your personal information.

We may not provide you with access to your personal information if we are legally permitted or required to deny your request.

We may charge a fee to allow you to access your personal information held by us. We will advise the amount of the fee (if any) once we have assessed your application, and may

require payment (if applicable) prior to allowing you to access your personal information. We will not charge a fee for you to lodge a request for access to your personal information.

If you are able to satisfy us that any personal information we hold about you is not accurate, complete or up-to-date, we will amend our records accordingly.

In addition, we provide online facilities which allow you to access and modify the personal information you provide to us (in accordance with section 2.4 above).

7. Amendment

We reserve the right to amend this Privacy Policy at any time. Any changes in this Privacy Policy will be reflected in the version that appears on our web site (which will always be the current version of this Privacy Policy).

8. Complaints

If you believe that a breach of your privacy has occurred, we encourage you to contact us to discuss your concerns.

9. Further Information

You may contact us if you require further information about the ways we manage your personal information.

10. Contact Information

You may contact us:

- by mail: GPO Box 1169, Adelaide, South Australia 5001;
- by telephone: Viterra on Freecall 1800 018 205;
- by facsimile: (08) 8231 1249; or
- by email: viterra.aus@viterra.com