

## **Privacy Policy**

### **Our Commitment to Privacy**

Fresh St. Market IGA respects the privacy of our customers, employees, job applicants, suppliers, contractors and other individuals.

We are committed to handling personal information responsibly and in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This policy explains what personal information we collect, how we use and protect it, and how individuals can access or correct their information or raise a privacy concern.

### **Who This Policy Applies To**

This policy applies to the business operations of:

- **Midatec Pty Ltd** as trustee for the Midatec Trust, trading as Fresh St Market IGA.
- **JaFI Bowl Pty Ltd** as trustee for the JaFI Bowl Trust.
- **Pinnacle Top Pty Ltd** as trustee for the Last-Minute Trust.
- **Camshak Pty Ltd** as trustee for the Camshak Trust.

### **Personal Information We Collect**

Depending on how an individual interacts with our business, we may collect:

- Names, addresses, telephone numbers and email addresses.
- Customer account information, ABNs, credit applications, trade references, cheque authorities and transaction records.
- Customer orders, payment and collection information.
- Rewards program and online shopping information available to us.
- Employment applications, qualifications, licences, references and work history.
- Employee identification, emergency contacts, banking, tax, superannuation, payroll, roster and attendance records.
- Identity and right-to-work documents where required.
- Employee clock-in and clock-out photographs.
- Donation and sponsorship requests.
- Photographs and videos used for promotional purposes.
- CCTV recordings.
- Correspondence, enquiries, complaints and other business records.

We may also collect sensitive information, including relevant health or criminal history information during recruitment, where reasonably necessary and permitted by law, including obtaining consent where required.

### **How We Collect and Use Personal Information**

We generally collect personal information directly from individuals through customer transactions, account applications, telephone and email orders, our website, employment applications, business communications and other interactions.

We may also receive information from authorised third parties, including referees nominated by applicants, and through services operated by our business partners.

We use personal information to:

- Provide products and services, process payments and fulfil customer orders.
- Assess and manage customer accounts and cheque authorities.
- Support rewards programs and online shopping.
- Recruit, employ, roster and pay employees.
- Meet workplace health, safety and employment obligations.
- Assess donation and sponsorship requests.
- Respond to enquiries and complaints.
- Conduct permitted marketing and promotions.
- Publish photographs and videos with appropriate consent.
- Maintain store safety, security and loss prevention.
- Meet legal, accounting, taxation and recordkeeping obligations.

We only use or disclose personal information for other purposes where permitted by law or with appropriate consent.

Where required, we explain the collection and use of personal information when it is obtained.

## Employment Applications and Employee Information

Employment applications may be submitted through our website at [www.freshstmarketiga.com.au](http://www.freshstmarketiga.com.au).

Applications are emailed to our HR Manager and may be shared with authorised department managers involved in recruitment.

Applicants may be asked about their ability to safely perform the essential duties of a position and relevant criminal convictions they are legally required to disclose.

Unsuccessful employment applications are retained for up to three months and then securely deleted, unless a longer retention period is required or permitted by law.

Applications from successful candidates become part of their employment records.

We use **Tanda** for employee rostering, timesheets and payroll. A photograph is taken when an employee clocks in or out using the Tanda tablet or kiosk and is attached to the timesheet to help verify attendance.

**We do not use facial recognition or automated facial matching for this process.**

Relevant employment records are generally retained for at least seven years where required by law.

Certain acts and practices directly relating to current and former employee records may be exempt from parts of the Privacy Act. Other applicable employment, confidentiality and recordkeeping obligations continue to apply.

We do not disclose an employee's employment status, roster, attendance, contact details or other personal employment information to unauthorised third parties. Written authority is required for external disclosure unless disclosure is required or permitted by law or necessary for an authorised business purpose.

## Customer Accounts, Orders and Payments

Fresh St. Market IGA offers customer accounts primarily to businesses / ABN holders.

We assess account applications by contacting trade referees nominated by applicants. We do not obtain credit reports from credit reporting bodies as part of our usual application process.

Customer accounts are managed using **GaP Solutions EM Cloud**.

We accept customer orders directly by telephone and email and collect the information necessary to process orders and arrange collection or delivery where applicable.

For payments taken over the telephone, card details are entered directly into the payment system during the call. **We do not write down or retain customers' card details in our business records.**

## Rewards Programs and Online Shopping

**Metcash** operates the platforms used for our customer rewards program and online shopping / Click & Collect.

Customers using these services may provide personal information directly to Metcash, including contact details, rewards membership information, payment information, orders and shopping activity.

Metcash may also collect information about use of its websites or applications for marketing, analytics and other purposes.

Fresh St. Market IGA may receive or access relevant information to prepare orders, arrange collection, assist customers and support the rewards program.

Metcash handles personal information under its own privacy arrangements. Further information is available in the [Metcash Group – General Privacy Policy](#).

## Marketing, Website and Photography

We may collect information through competitions, promotions, enquiries and marketing activities.

We may send marketing communications where permitted by law, with consent and opt-out options where required.

Our website also accepts employment applications and donation and sponsorship requests.

We use our website, Facebook and Instagram to share information about our store, products, employees, suppliers, customers, competition winners, events and community activities.

**We obtain consent before publishing identifiable photographs or videos of staff, customers, suppliers or other individuals.**

Once published online, photographs and videos may be viewed, shared or saved by others.

Individuals may contact our Office Manager to request removal of a photograph or video. We will consider requests and remove content under our control where appropriate and reasonably practicable.

## CCTV and Store Security

CCTV cameras operate at our premises for safety, security, loss prevention and incident investigation.

**Our CCTV system records encrypted video only, not audio.** Access is restricted to authorised personnel.

Footage may be disclosed to police or other authorised parties where required or permitted by law and is retained in accordance with our security procedures and applicable legal requirements.

## Business Systems and Service Providers

We use external service providers and business systems to support our operations, including:

- **Microsoft 365:** Email, document storage and business communications.
- **Tanda:** Employee rostering, attendance, timesheets and payroll.
- **GaP Solutions EM Cloud:** Customer account management.
- **MYOB AccountRight:** Accounting and financial records.
- **Metcash:** Customer rewards and online shopping/Click & Collect.
- **Reef IT:** Managed IT support, backups and cybersecurity.
- **Sophos:** IT security software.

Our system backups managed by Reef IT are stored in Australia.

We may also disclose relevant information to authorised banks, payment processors, delivery providers, suppliers, insurers and professional advisers where necessary for our operations or permitted by law.

## Overseas Disclosure of Personal Information

Some technology providers and business partners may use overseas infrastructure, support teams or service providers that access, process or store personal information.

Based on their published general privacy arrangements, possible overseas locations include Canada, China, Estonia, India, Ireland, the Netherlands, New Zealand, Pakistan, the Philippines, Romania, Singapore, Thailand, Turkey, the United Kingdom, the United States and Vietnam.

These countries reflect providers' general arrangements and do not mean Fresh St. Market IGA personal information is necessarily disclosed to every country listed.

Where we disclose personal information overseas, we take reasonable steps required by applicable privacy law to protect it.

## Security, Retention and Disposal

We take reasonable steps to protect personal information against misuse, interference, loss and unauthorised access, modification or disclosure.

Our security measures include restricted access, password protection, security software, monitoring, backups, secure document handling and encrypted CCTV recordings.

We retain personal information for as long as reasonably necessary for business purposes or legal requirements.

When information is no longer required, we take reasonable steps to securely destroy or de-identify it, where appropriate.

## Access, Correction and Privacy Complaints

Individuals may request access to personal information we hold about them or correction of information that is inaccurate, incomplete, outdated, irrelevant or misleading.

Privacy requests and complaints should be directed to our Office Manager.

We will consider requests and investigate complaints in accordance with applicable privacy law.

If a complaint remains unresolved, individuals may contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

## Data Breaches

We have procedures for responding to suspected or confirmed data breaches.

We investigate incidents, take appropriate steps to contain risks and assess whether personal information has been compromised.

Where required under Australia's **Notifiable Data Breaches scheme**, we notify affected individuals and the OAIC as soon as practicable.

## Privacy Contact Details

For privacy enquiries, requests to access or correct personal information, complaints or concerns about published photographs, please contact:

### The Office Manager

Fresh St. Market IGA  
PO Box 1724  
Atherton QLD 4883

**Phone:** 07 4030 5111

**Email:** [atherton@freshstmarketiga.com.au](mailto:atherton@freshstmarketiga.com.au)

## Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in legislation, business operations or how we handle personal information.

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.



Michael Shakes

Director, Midatec Pty Ltd

27 October 2026

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