

## **The Milk Department Privacy Policy 2023**

This Privacy Policy describes how The Milk Department collects and uses the information that you provide. We want you to know that we consider the security of your information to be extremely important and will happily disclose exactly what we do with it.

In particular, this policy relates to the personal information you submit when expressing interest to join The Milk Department and supply our partners, along with the data related to our interactions with you, and the data related to any milk you supply through our services.

### ***What do we collect***

There are a number of types of information that we collect from you, depending on the nature of your relationship with us:

#### **Farmers**

1. Your personal details. Your name, address, email address and contact number are collected when you first register to supply through us. We use this information to contact you and also to understand where your farm is located.
2. Your operational farm data. Basic operational and farm performance data, provided when you register an interest to supply through us, are used to assess your suitability to supply the needs of our partners. Once you contract to supply through us, your day-to-day milk collection volumes and details and test results are collected and used to manage the flow and quality of milk and to calculate your payments.
3. Your payment data and bank details. Your bank details are used to pay you any amounts owing to you.
4. Cookies. We use Cookies to understand how users browse our site and allow you to navigate efficiently.

#### **Buying Partners**

1. Your requirements. We collect your supply requirements to allow us to find farm partners to meet the requirements.
2. Your business details. We use these to communicate with you.
3. Other information required to provide services to you. As needed, we also collect other information required to partner with you, such as contact details for staff within your business.

#### **Supply Chain Partners**

1. Your business details. We use these to communicate with you.
2. Pricing. We collect this information to assess the overall cost to us of using your services.
3. Other information required to work with you. As needed, we also collect other information required to partner with you, such as contact details for staff within your business.

### ***Where do we store it***

We store your data across our IT systems to enable us to deliver our services both to you and to our partners. All of The Milk Department's core business systems are cloud-based and managed by the company provisioning the service. The systems we use are all covered by extensive security policies.

We ensure your data is kept secure at all times and ensure our partners test the security of the systems to ensure your data is protected against unwanted access.

### ***Who do we share it with***

Our data is shared across our supply chain as required in order to contract with farmers, collect and test milk, and pay for that milk. We share data with:

- Farmers
- Logistics partners
- Milk Testing partners
- Milk Buyers
- Dairy Industry bodies (to pay farmer levies and contribute total volume data – not distinguishable by farm – to Dairy Australia)

Data is shared via email and via providing access for our partners to our systems. All access and transmission of data is governed by our internal security policy,

We will not sell your information to any third parties or advertisers.

### ***What can you do***

As a farm representative, you can choose whether or not to provide your data to The Milk Department in order to register your interest to supply one of our partners. You can also then choose whether or not to contract with our partners and hence supply your data to them.

As a contracted partner with The Milk Department you can operate within the terms of your contract and ensure your data is managed as per your contract.

You may request that your data be deleted from our systems and we will remove any data we are not required to maintain by law or regulation, or in order to provide services for which a contract is in place. To request your data be deleted from Milk Department systems please use the contact details provided below.

### ***If you have a problem...***

Please contact us at [data@milkdepartment.com.au](mailto:data@milkdepartment.com.au) or via phone on 1300 995 141 and we will respond within 48 business hours.