

## **Novartis Australia and New Zealand Credit Information Policy**

### **1. Commitment to Privacy**

The Novartis group companies in Australia (comprised of Novartis Australia Pty Limited and its related bodies corporate) and the Novartis group companies in New Zealand (comprised of Novartis New Zealand Ltd and its related bodies corporate) (**Novartis**) are bound by and comply with, in Australia, the Privacy Act 1988 (Cth) and, in New Zealand, the Privacy Act 1993 respectively. In relation to credit-related activities, Novartis may also be bound by the Privacy (Credit Reporting) Code in Australia and the Credit Reporting Privacy Code in New Zealand

For the purposes of this Policy, "Credit Information" means credit information and/or credit eligibility information (as applicable) as defined in the Privacy Act 1988 (Cwth).

This Credit Information Policy describes how we collect, manage and use Credit Information. This policy applies in addition to our Privacy Policy.

Novartis mainly handles credit information relating to companies, which information does not include any personal information and therefore does not constitute Credit Information. However, Novartis occasionally handles Credit Information in the context of providing commercial credit. For example, information about consumer credit worthiness may be relevant where Novartis provides commercial credit to sole traders or where individuals provide guarantees.

### **2. Collection of Credit Information**

Where we collect and hold Credit Information, it may include:

- your name, birth date, and driver's license number, telephone number(s), employer and three most recent addresses;
- the fact that you or an entity associated with you has applied for a commercial credit account with Novartis (**Related Commercial Credit Account**) and the credit limit applied for;
- information about you in your capacity as guarantor (or prospective guarantor) of a Related Commercial Credit Account;
- details of your current and previous credit providers;
- the type and amount of credit you have with other credit providers, and other terms and conditions attached to those credit arrangements;
- any default information against you or payment arrangements that you have entered into;
- information about adverse court judgments, personal insolvency records, and publicly available information related to your credit worthiness;
- information about any serious credit infringements committed by you (e.g. fraud);
- credit scores, ratings and assessments related to you, as provided by a credit insurer or credit reporting body (**CRBs**).

We typically collect Credit Information from you, generally via a Related Commercial Credit Account application form.

We may also collect Credit Information from:

- our related bodies corporate;
- public sources;

- CRBs or credit insurers (for example, Dun & Bradstreet, Veda or Coface); and
- other credit providers (as permitted by law or with your consent, including trade references you list in your Related Commercial Credit Account application form).

### **3. Use and Disclosure of Information**

We will use Credit Information, and you consent to us using your Credit Information, to:

- assess any application for a Related Commercial Credit Account;
- manage any Related Commercial Credit Account;
- undertake enforcement activities relating to a Related Commercial Credit Account;
- deal with your complaints and enquiries relating to your Credit Information.

We may disclose your Credit Information, and you consent to us disclosing your Credit Information, relating to a Related Commercial Credit Account to:

- debt collection agencies or debt buyers that contract with Novartis;
- other credit providers where you request us to disclose (or consent to us disclosing) your Credit Information to such other credit providers;
- CRBs or credit insurers;
- any guarantors (or prospective guarantors) of a Related Commercial Credit Account;
- other members of the Novartis group; or
- other persons as authorised by you.

We may also use and disclose your personal information (particularly your birth date) to register a security interest on the Personal Property Securities Register where we retain title to goods pursuant to our General Terms of Trade.

### **4. Storage and Security**

We keep Credit Information only for as long as is reasonably necessary, having regard to the purpose of collection, and in accordance with applicable legal requirements. We take data security very seriously and take all reasonable steps to ensure the security and confidentiality of the information that we collect. We observe strict data handling and information security protocols. Staff compliance with our policies and procedures is regularly audited and reviewed. While we cannot guarantee against any loss, misuse or alteration to data, we use best endeavours to prevent such unfortunate occurrences.

### **5. Data Transfer Abroad**

Novartis is part of a global enterprise with databases in different jurisdictions. You acknowledge and agree that we may transfer Credit Information to related companies or third parties outside Australia and New Zealand, including to data storage facilities and processors in Switzerland, the United Kingdom, Sweden, Japan, China, Ireland, the Netherlands, Egypt, Singapore, the USA or India. In relation to any cross-border data transfers or storage, we will take all reasonable steps to ensure that its service providers are obliged to protect the privacy of your information and observe strict security standards.

In addition to this Policy, we have adopted [Binding Corporate Rules \(BCR\)](#), a set of principles governing the international transfer of personal information of Novartis associates, customers, business partners and other individuals whose data is collected or processed in the European Union (EU) and in Switzerland. The approval of the BCR by EU and Swiss Data Protection

Authorities allows Novartis to transfer your personal information from the EU and Switzerland to Novartis affiliates in other countries in compliance with EU and Swiss data protection laws.

## **7. Right of Access, Correction and Complaints**

Subject to some exceptions, you have the right to access and update the Credit Information that we hold about you. We take reasonable steps to ensure that any Credit Information we hold about you is up-to-date, accurate, and complete. If you wish to access or correct Credit Information, please contact our Privacy Officer (see details below). Your request will be dealt with in a prompt and proper manner.

If you have any complaints about our privacy compliance (including compliance with the applicable code), or if you would like to make any recommendations to improve the quality of our privacy compliance, please contact our Privacy Officer in the first instance (see details below). We may require you to put your complaint in writing. Our Privacy Officer will be responsible for investigating your complaint and reporting the outcome of his/her investigation to you. If you are not satisfied with the outcome of that investigation, we can refer you to the Office of the Australian Information Commissioner or the Office of the Privacy Commissioner in New Zealand (as applicable) for further investigation.

Address:	The Privacy Officer Novartis Australia Pty Ltd PO Box 101 (54 Waterloo Road) North Ryde NSW 1670	Address:	The Privacy Officer Novartis New Zealand Limited Building G, 5 Orbit Drive, Rosedale, Auckland 0632
Phone:	(02) 9805 3555	Phone:	(09) 3618100
Email:	<a href="mailto:privacy.au@novartis.com">privacy.au@novartis.com</a>		

We will need to verify your identity before giving you access or correcting information.

## **8. Changes to this policy**

We aim to constantly improve the way we manage the data that you provide to us, and from time to time we may amend this Credit Information Policy. Please refer to this page regularly to ensure you are familiar with our current Credit Information Policy.

This policy was last updated on 1 July 2014.