

# Media Statement

15 June 2022

## Bunnings responds to CHOICE article

**Please attribute to Simon McDowell, Bunnings Chief Operating Officer:**

We are disappointed by CHOICE's inaccurate characterisation of Bunnings' use of facial recognition technology in selected stores. This technology is used solely to keep team and customers safe and prevent unlawful activity in our stores, which is consistent with the Privacy Act.

In recent years, we've seen an increase in the number of challenging interactions our team have had to handle in our stores and this technology is an important tool in helping us to prevent repeat abuse and threatening behaviour towards our team and customers.

There are strict controls around the use of the technology which can only be accessed by specially trained team. This technology is not used for marketing, consumer behaviour tracking, and images of children are never enrolled.

We let customers know if the technology is in use through signage at our store entrances and also in our privacy policy, which is available via the homepage of our website.

**-ENDS-**

For media enquiries, please contact: [media@bunnings.com.au](mailto:media@bunnings.com.au)

The Bunnings logo, featuring a stylized red and white 'B' followed by the word 'BUNNINGS' in white capital letters on a dark teal background.

