

PRIVACY POLICY

Overview

Eptec Pty Limited and the Eptec group of companies ("Eptec") respects the privacy of individuals and is committed to protecting the personal data it collects in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth) (the Privacy Act).

Scope

In accordance with the privacy laws, this Privacy Policy ("Policy") outlines how Eptec manages the collection, use, disclosure and handling of, or otherwise processes the personal data of its customers, the personnel of customers, visitors to Eptec's websites or premises, Eptec's employees and contractors and others with whom Eptec deals with in accordance with these legal requirements.

The related Documents referred to at the end of this Policy also contain important information, and employees and contractors should also consider in particular the Privacy Notice for Personnel, and applicants for positions should consider in particular the Privacy Notice Recruitment.

Principles

Personal Data

In this Policy, "personal data" means any information relating to an identified or identifiable natural person. An identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to the person's physical, physiological, mental, economic, cultural or social identity or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion. Personal data includes "sensitive personal data" (which means information or an opinion about an individual's racial or ethnic origin, political opinion, membership of a political association or trade union, religious or philosophical beliefs, sexual life, sexual orientation, health, political or union related views or activities and the commission or alleged commission of offences and related proceedings including administrative or criminal sanctions).

Personal Data Collection

To enable us to fulfil our responsibilities as an integrated provider of asset preservation and rehabilitation services Eptec collects personal data about you, to enable Eptec to effectively conduct its businesses. This personal data must be sufficiently detailed for Eptec to effectively conduct its businesses.

You are not required to supply any of the personal data that we may request. However, if the personal data we request is not provided, we may not be able to provide services in the most effective or efficient manner, or at all, or you may not be able to be a service provider to Eptec.

We only collect personal data for our business purposes, as set out at "Use and Disclosure of Personal Data" below and in accordance with any applicable privacy / data protection laws.

Our processing does not prejudice you or your privacy in a way that would override our legitimate interest in pursuing those purposes. In exceptional circumstances we may also be required by law to disclose or otherwise process your personal information. We will tell you, when we ask you to provide information about yourself, if provision of the requested information is necessary for compliance with a legal obligation or, on the other hand, if it is purely voluntary. Otherwise, you should assume that we need the information for our business or compliance purposes (as described below)

Depending on the business purpose, the personal data we collect may include:

- General identification information such as names, job title, occupation, date of birth and gender.

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- Contact details such as address, email address, phone and mobile phone number and Internet Protocol (IP) address.
- Educational qualifications, employment history, salary and referee reports.
- Unique site access ID
- Information contained in identification documents such as passport or driver's licence.
- Government-issued identification numbers such as tax file numbers.
- Financial information such as credit card and bank account details, shareholdings.
- Details of superannuation arrangements.
- Visa or work permit status and related information.
- Information about immigration status.

We generally collect personal data directly from you in person, in writing, by telephone, email or via our websites, or by giving us a business card (or similar).

We will only collect personal data to the extent that it is required for the specific purposes set out in this policy or notified to you at the time of collection.

Collection of Information via our Website

When you visit one of our websites, information about your computer or web device is automatically recorded by our website. This includes your IP address and associated domain name (e.g. yourcompany.com), the date and time of your visit to our site, the pages you accessed or downloaded, the address of the last site you visited, your operating system and the type of browser you used. This information may be collected by us or by a third-party service provider on our behalf. This information is collected for statistical and system administration purposes, and to improve our web-based services. It does not readily identify individuals, and we will not attempt to identify individuals from the records our server generates unless it is necessary to do so for law enforcement purposes.

We may also use "cookies" to assign your device a user ID. Please refer to our separate Cookie Standard. A cookie is a small piece of information that is sent to your browser and stored on your computer's hard drive. Cookies contain information that allows us to identify your device, understand your use of our websites and set your preferences for future visits. We may use this information to determine whether or not to display standard content. You can configure your browser to notify you when you receive a cookie or disable cookies altogether.

Please refer to our separate Cookie Standard for further information about use of these cookies and how to enable them and disable them. These cookies expire when your browser window is closed.

Please note that some of the cookies we use are essential for our websites to operate, and that if you disable cookies altogether you will not be able to use all parts of our website.

Use and Disclosure of Personal Data

Your data will be processed fairly, lawfully and in an appropriate way.

We will only use personal data for the purpose for which it was collected or for related purposes permitted by law. These uses include (but are not limited to) those set out below.

Information you give to us. We may use this information for the following purposes:

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- As Eptec's customer or the personnel of customers:
 - to provide you with support in relation to the services that you request from us;
 - to process transactions and send notices to you about your transactions;
 - to send administrative or account-related information to you;

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- to resolve disputes, collect fees and troubleshoot problems;
- to deliver targeted marketing, service update notices, and promotional offers based on your communication preferences (where this in accordance with the law);
- To operate, manage, develop and promote our business and, in particular, our relationship with the organisation you represent (if any) and related transactions;
- To notify you about changes to our service;
- To ensure that content from our site is presented in the most effective manner for you and for your computer;
- To facilitate distribution of corporate communications such as our financial results and other information that is relevant to the promotion or reporting of our business activities;
- To protect our business from fraud, money-laundering, breach of confidence, theft of proprietary materials and other financial materials and other financial or business crimes; and;
- To comply with our legal and regulatory obligations and bring and defend legal claims.

Information we collect about you. We will use this information:

- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- To allow you to participate in interactive features of our service, when you choose to do so;
- As part of our efforts to keep our site safe and secure;
- As Eptec's customer or the personnel of customers:
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and
 - to the extent permitted by applicable law, to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

Information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Eptec does not sell personal data that you give to us, we collect from you, or we receive from other sources.

Eptec uses personal data to provide, manage and administer the goods and services it provides. In the normal course of our business operations, we may disclose personal data to related bodies corporate and statutory entities authorised to access the information.

We may from time-to-time review information about you held in our systems – including the contents of and other information related to your email and other communications with us – for compliance and business-protection purposes as described above. This may include reviews for the purposes of disclosure of information relevant to litigation and/or reviews of records relevant to internal or external regulatory or criminal investigations. To the extent permitted by applicable law these reviews will be conducted in a reasonable and proportionate way and approved at an appropriate level of management. They may ultimately involve disclosure of your information to governmental agencies and litigation counterparties as described below.

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries.
- Your colleagues within the organisation that you represent (in terms of your contact details and your role).
- Selected third parties including:
 - business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;

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- contract service providers, including but not limited to customer service staff, consultants, advisers, IT and internet service providers;
 - analytics and search engine providers that assist us in the improvement and optimisation of our site;
 - credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you; and
 - another entity in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to direct the transferee to use personal data you have provided to us in a manner that is consistent with the principles described in this Policy.
- In exceptional circumstances:
 - to competent regulatory, prosecuting and other governmental agencies, or litigation counterparties, in any State or Territory; orwhere we are required by law to disclose.

Access, Correction and Retention

We try to ensure that personal data we hold is adequate, relevant, accurate, complete and up to date. You can contact the National Privacy Liaison (see below) if you would like details of personal data which may be held about you. You have the right to access the personal data we hold about you, and to some related information, under data protection law. You can also require any inaccurate personal information to be updated, corrected or deleted. In certain limited circumstances, you have the right to receive some of the personal information that you have provided to us in a structured, commonly used, readily useable and machine-readable format and to transmit that information to another service provider.

To ensure the integrity and safety of personal data, Eptec only discloses the personal data it holds to the individual concerned, their legally authorised representative, or to fulfil legal or regulatory requirements.

You can lodge a complaint about our processing of your personal information with the relevant data protection authority in the jurisdiction where you are located.

We will keep personal data for as long as is necessary in accordance with our records management policies for the purpose or purposes for which they were collected. We will take all reasonable steps to delete from our systems, all data which is no longer required. Eptec will delete any personal data we hold about you when it is no longer required, and we are legally able to do so.

Note that we may retain some limited information about you even when we know that you have left the organisation that you represent, so that we can maintain a continuous relationship with you if and when we are in contact with you again, representing a different organisation.

Storage and Security of Personal Data

Personal data is principally held in electronic databases maintained within Eptec's computer network on secure servers. Eptec maintains appropriate administrative, technical and physical safeguards designed to protect the personal data you provide against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential.

We ask you not to share a password with anyone. Your personal data will be processed in accordance with our data security policies. We will maintain data security by protecting the confidentiality, integrity and availability of the personal data we hold.

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Use of our Websites

Our website may contain links to other websites that are not owned, operated or endorsed by us. We are not responsible for the privacy practices of those websites, or for the content, product or services provided by, or contained on, those websites

Breaches of this Policy

All suspected breaches will be investigated and appropriate disciplinary and remedial action taken. Employees who do not strictly comply with this Policy will face disciplinary action, including counselling, formal warnings and dismissal.

Further Information

We may amend this Policy from time to time. Updated versions of this Policy will be placed on our website (<https://eptec.com.au/>).

If you would like to gain access to your personal data, or if you wish to voice your concern on any matter to do with either this policy or use of your personal data, please contact the data compliance lead listed below:

National Privacy Liaison
Eptec Pty Ltd
Level 2, 68 Waterloo Road
Macquarie Park NSW 2113
Australia
Email: eptec@eptec.com.au

The responsible person will contact you within a reasonable time after receipt of your request or complaint to discuss your concerns and to outline options regarding how they may be resolved.

General information about privacy may be found via <http://www.privacy.gov.au/> and <http://www.oaic.gov.au/>.



Geoff Knox
Managing Director

Related Documents

Cookie Standard
Privacy Notice Recruitment
Privacy Notice Personnel