

Privacy Policy

The Privacy Policy applies to CBC Maintenance Facilities Pty Ltd (ACN 058 616 989) and its related bodies corporate (“**CBC**”). CBC is committed to managing and protecting personal information of all individuals in accordance with the Australian Privacy Principles (“**APPs**”) under the *Privacy Act 1988* (Cth) (“**Privacy Act**”).

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, "we" and "us" refers to CBC Maintenance Facilities Pty Ltd and "you" refers to any individual about whom we collect personal information.

1 What is "personal information"?

- (a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - (i) whether the information or opinion is true or not; and
 - (ii) whether the information or opinion is recorded in a material form or not.
- (b) If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this Privacy Policy.

2 What personal information do we collect and how?

The personal information which we collect and hold about you may include:

- (a) Prospective employees and independent contractors

We collect personal information when recruiting employees and contractors. Such information may include your name, contact details, date of birth, gender, qualifications, bank account details, next of kin details, salary, licences, memberships, qualifications and medical information, work history, current employee information including name, addresses, email and telephone numbers. Generally, we will collect this information directly from you.

We may also collect personal information from third parties in ways which you would expect including application forms, resumes, interview notes, references, names and contact details of referees, and pre-employment medical information from recruitment agencies or referees you have nominated. Before offering you a position, we may collect additional details such as your tax file number, passport details and superannuation information and other information necessary to conduct background checks to determine your suitability for certain positions (for example, positions which involve working with children).

- (b) Clients and prospective clients

When you enquire about our services or when you become our client, a record is made which includes your personal information. The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include your name, e-mail, postal address and other contact details, information about your employer or an organisation who you represent, your professional details, your credit card details, photographs or images of completed installations and any additional personal information you provide to us, or authorise us to collect, as part of your interaction with us.

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(c) Other individuals

We may collect personal information about other individuals such as our current employees, independent contractors, clients and suppliers. The kinds of personal information we collect will depend on the capacity in which you are dealing with us, although generally will include the following personal information, name, contact details, and information regarding our interactions and transactions with individuals

In limited circumstances, we may collect information which is considered sensitive information. For example, if you are an employee or independent contractor and injured on site, we may collect health information about you in an emergency or otherwise with your consent. We also may also be required, subject to our risk assessments, government guidance or client requirements, to collect information about your immunisation history (including proof of any COVID-19 vaccination) or any medical exemptions, as provided in the approved form by the State and/or Federal Governments.

(d) Visitors to our website

The way in which we handle the personal information of visitors to our websites is discussed below.

We generally collect personal information directly from you and may collect and update your personal information over the phone, by email, over the internet, or social media (for example, LinkedIn and Facebook) or in person. We also collect and use personal information for market research purposes and to innovate our delivery of products and services.

We collect information in a number of ways including:

- (a) from other sources including our affiliated and related companies;
- (b) third-party suppliers and contractors who assist us to operate our business;
- (c) on its website;
- (d) on its website, for online contact forms.

You can always decline to give us any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. In relation to our employees and contractors, we may not be able to offer you work in certain roles or at certain client facilities, which require staff to provide proof of having received COVID-19 vaccination. If you have any concerns about personal information we have requested, please let us know.

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3 Why do we collect and use your personal information?

We collect personal information reasonably necessary to carry out our business, to assess and manage our clients' needs, and provide facilities maintenance, construction, project management and consulting services. We may also collect information to fulfil administrative functions associated with these services, for example billing, entering into contracts with you and/or third parties and managing relationships with suppliers, clients and other parties.

The purposes for which we usually collect and use personal information depends on the nature of your interaction with us, but may include:

- (a) responding to requests for information, other general enquiries and complaints;
- (b) researching, developing and expanding our facilities and services;
- (c) informing you of our activities, facilities and services;
- (d) recruitment processes;
- (e) any other purposes communicated to you at the time that we collect your personal information, or you otherwise agree to with respect to our products and services; and
- (f) any other purposes permitted under the Privacy Act.

4 How do we interact with you via the internet?

You may visit our website <https://www.cbcbgroup.com.au/> without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry or careers application), any personal information you input into the website will be managed in accordance with this Privacy Policy. No other personal information is collected via our website.

We also collect cookies from your computer which enable us to tell when you use the website, your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites and also to help customise your website experience. A "cookie" is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on our website.

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of websites that are linked to our website.

We will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). Generally, it is not practicable for us to deal with individuals anonymously or pseudonymously on an ongoing basis. If we do not collect personal information about you, you may be unable to utilise our services or participate in our events, programs or activities we manage or deliver.

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5 How do we hold information?

We store information in paper-based files or other electronic record keeping methods in secure databases (including trusted third party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our website are encouraged to exercise care in sending personal information via the internet.

We take steps to destroy or de-identify information that we no longer require.

6 Do we use or disclose your personal information for direct marketing?

We may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, we may still contact you in relation to our ongoing relationship with you.

7 How do we use and disclose personal information?

(a) Prospective employees and contractors

We may use personal information such as your qualifications, work history, information provided for background checks and searches and the results of any such searches, to determine your suitability for certain positions. We may disclose your personal information when contacting any referee nominated by you.

(b) Clients

The purposes for which we may use and disclose your personal information will depend on the services we are providing you. If you have engaged us to deliver a service, we may disclose information about you to individuals we engage in order to provide our services, including employees, contractors, service providers and suppliers.

(c) Employees and independent contractors

We may use and disclosure information which is considered sensitive information if you are injured on site. This includes health information about you in an emergency or otherwise with your consent.

(d) Use and disclosure for administration and management

We may use and disclose your personal information for a range of administrative, management and operational purposes, such as:

- (i) administering billing and payments and debt recovery;
- (ii) planning, managing, monitoring and evaluating our services;

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- (iii) quality improvement activities;
 - (iv) statistical analysis and reporting;
 - (v) training staff, contractors and other workers;
 - (vi) risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);
 - (vii) people and culture reporting and requirements;
 - (viii) responding to enquiries and complaints regarding our services; and
 - (ix) obtaining advice from consultants and other professional advisers.
- (e) Other uses and disclosures

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

8 Accessing and correcting personal information

You are entitled to access your personal information held by us on request. To request access to your personal information please contact our Privacy Officer using the contact details set out below.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change.

However, if you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. Please forward us a request and we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the APPs. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

9 Complaint procedure

You may contact us at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the People and Culture Manager at the contact details set out below OR by completing the Privacy Complaint Form https://www.cbccgroup.com.au/assets/Policies/CBC-FORM-017-Privacy-Compliant-Form_Ver-1.pdf and emailing it to peopleandculture@cbccgroup.com.au.

The Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking.

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We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that we may have breached the APPs or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner (**OAIC**). The OAIC can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

10 Overseas transfer

Your personal information may be disclosed to recipients outside Australia. The overseas recipient will not be required to comply with the Australian Privacy Principles, and we will not be liable for any mishandling of your information in such circumstances.

11 How are changes made to this privacy policy?

We may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit <https://www.cbgroup.com.au/> regularly to keep up to date with any changes.

12 How can you contact us?

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact CBC Maintenance Facilities Pty Ltd at:

People and Culture Manager

25 Military Road, Port Kembla NSW 2505

peopleandculture@cbgroup.com.au

This Privacy Policy was last updated on 30 June 2023.



Ermond Morelli
Managing Director
01/02/2023

