

# Privacy Policy

## OVERVIEW

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Buildcorp complies and operates in accordance with the provisions of the Privacy Act 1988 and the Australian Privacy Principles published by the Privacy Commissioner, a copy of which can be obtained from the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

Personal information collected from you will only be used for the purposes outlined in this Policy and for which it was intended and collected. We will not disclose your personal information to any third party, except where required by law or government regulation.

## SCOPE

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This policy applies to all wholly owned businesses within the Buildcorp Group, including:

- ▼ Buildcorp Group Pty Limited
- ▼ Buildcorp Infrastructure Solutions Pty Limited
- ▼ Buildcorp Contracting
- ▼ Buildcorp Interiors Pty Limited
- ▼ Buildcorp Securities and Investments

## OBJECTIVES

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This policy seeks to outline how we collect and store your information including:

- ▼ Collection of personal information
- ▼ Use of personal information
- ▼ Disclosure of personal information
- ▼ Rights and control of a customer's personal information
- ▼ Storage and security of personal information; and
- ▼ Website cookies and third-party sites consent clauses.

## POLICY IN DETAIL

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### Purpose of information collection

We will collect personal information for the following purposes:

- ▼ to establish and maintain your relationship with us
- ▼ to provide the products or services you have requested from us
- ▼ to answer any inquiry you make; and

## PRIVACY POLICY (continued)

- ▼ to send notifications, reminders and relevant documentation.

### Types of information we collect

The types of personal information that we collect, and hold will vary depending on your dealings with us. This information is likely to include any or all of the following:

- ▼ name, address(es), telephone number(s) and other contact details
- ▼ electronic address(es)
- ▼ payment information (such as credit card or bank details)
- ▼ other personal information required to provide our services; and
- ▼ transaction details relating to your use of our products, services or benefits.

In some circumstances we may also collect information about your current and previous education and employment. Where specifically required under certain circumstances we may collect your sensitive information such as:

- ▼ health information
- ▼ information about your criminal record, racial or ethnic origin, or religion
- ▼ information related to health and safety, workplace investigations or workplace environment, but only if you agree to provide it to us or authorise us to obtain it from a third party. We will only use sensitive information in accordance with the Privacy Act 1988.

From time to time, you may provide to us, and we may collect from you, personal information of a third party. Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to accept it.

You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the products, services or benefits you have requested.

### How we collect information

Generally, we collect personal information directly from you, such as:

- ▼ when you submit information through our website
- ▼ in person
- ▼ in the course of us providing you with a requested product, service or benefit; or
- ▼ when you have other dealings with us.

We collect personal information through:

- ▼ our related businesses
- ▼ our business partners; and
- ▼ third party service providers.

## PRIVACY POLICY (continued)

We may also collect personal information from third party organisations, including market research organisations.

### Direct marketing

We will also use and disclose your personal information to send direct marketing to you from:

- ▼ us
- ▼ our related businesses
- ▼ third parties who provide services to us.

The direct marketing may relate to:

- ▼ our products and services
- ▼ the products and services of other parties
- ▼ new developments we believe may be of interest to you; or
- ▼ invitation to events.

You may opt-out of receiving this direct marketing through the unsubscribe function that will be made available to you with each direct marketing communication, or by contacting our privacy officer using the details set out below.

### Access to your personal information

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, or if you become aware that the personal details of a third party whose personal details you have provided to us, such as an address or phone number, please contact our Privacy Officer by email or at the address detailed below.

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 applies. We may charge a fee for retrieving this information, in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.

### Cookies

Our website use cookies to track user traffic patterns and to better serve you when you revisit a website. A cookie is a small data file that a website may write to your hard drive when you visit it. A cookie file can contain information, such as a user ID which the website uses to track the pages you have visited. You can refuse all cookies by turning them off in your browser. However, full functionality for our websites requires the use of cookies.

Information is also generated whenever a page is accessed on our website that records information such as the time, date and specific page. We collect such information for statistical and maintenance purposes that enables us to continually evaluate our website performance.

## MANAGEMENT CONTROLS

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### Information storage

We store personal information in a combination of computer storage facilities, paper-based files and other records. In doing so, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification, or disclosure.

Buildcorp will take reasonable safeguards to ensure that records held by it, and which contain your personal information, are protected against loss, against unauthorised access, disclosure, use or modification, and against other misuse.

### Disclosure

Buildcorp will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

### Complaints

We will promptly acknowledge and investigate any complaint about the way we manage personal information.

## CONTACT US

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If you require further information regarding Buildcorp's Privacy Policy or wish to make a complaint you can contact Buildcorp on (02) 9565 0000 or email [info@buildcorp.com.au](mailto:info@buildcorp.com.au).

- ▼ Ethical Business Conduct Policy
- ▼ Supplier Code of Conduct
- ▼ Employee Code of Conduct