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Purpose

Protech Group (Aust) Pty Ltd ('Protech') and all subsidiaries of Protech (as defined by the Corporations Act 2001) are committed to ensuring that your privacy is respected, maintained and that all provisions of the *Privacy Act 1988* (and other relevant laws) are adhered to.

This Privacy Standard explains what personal information Protech collects, the reasons we collect it, how that information is used and disclosed, how you can ask for personal information and a complaints process.

Scope

This standard applies to all individuals whose personal information we handle including candidates, employees, temporary and contract workers, referees and representatives of our clients and suppliers.

About this Privacy Standard

This standard describes how Protech manages personal information in accordance with the Privacy Act 1988 (Cth) and the relevant Australian Privacy Principles (APPs). This standard complements Protech's 'Confidentiality and Privacy Policy' available on Protech's website.

Types of Personal Information

Protech collects Personal Information, and in some cases Sensitive Information about individuals, including candidates, employees, temporary and contract workers, referees and representatives of our clients and suppliers.

Personal Information

Personal information is any information or an opinion about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. name, address, date of birth, email address and phone number). It would include the opinions of others about your work performance, your work experience and qualifications, aptitude and psychological assessment results and other information obtained by us in connection with possible work placements. Personal information includes sensitive information.

Sensitive Information

Sensitive information is a special category of personal information. It is information or an opinion about your:

- Racial or ethnic origin
- Political opinion
- Membership of a political association or religious beliefs, affiliations or philosophical beliefs
- Membership of a professional or trade association or membership of a trade union
- Sexual preferences or practices
- Criminal record
- Health or disability (at any time)
- Expressed wishes about the future provision of health services

Protech will only disclose sensitive information to third-parties with your consent unless otherwise allowed or required by law.

If Protech is unable or you do not provide us the information we seek:

1. We may be limited in our ability to locate suitable work for you
2. We may be limited in our ability to place you in work.

How your information will be collected

Personal and sensitive information will usually be collected from you directly when you participate in a recruitment process with Protech, and at other times during any potential period(s) of employment. We may also collect personal information directly from you through online recruitment, interviewing, screening and assessment platforms, or from other sources where reasonably necessary, including referees, clients, government agencies and third-party screening,

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assessment or medical providers. This may include information and assessment results provided to Protech by third-party service providers that support our recruitment and placement processes.

We collect only the personal information that is reasonably necessary for our recruitment and labour-hire functions and activities or as otherwise required or authorised by law. Where lawful and practicable, you may deal with us anonymously or by using a pseudonym; however, in most recruitment and placement situations we need to know your identity to assist you.

Visiting our web site & online

You can visit our web site and browse without the need to disclose any personal information. When you visit the Protech web site, we record anonymous information such as the date and time of your visit, the server/IP address, which site was visited, and the information viewed and/or downloaded. The information gathered cannot be directly matched to an individual and is only used for administration and statistical purposes such as error logging. The information cannot tell us anything about you; it can only tell us about how you used our web site. This information can help us determine what areas of our web site are most beneficial to our visitors. No attempt is made by Protech to identify users or their browsing activities.

At times you may forward an email to us via the email link in our web site or a platform that has been approved for use at Protech. The information collected through this email will only be used for the purpose for which you have provided it. Your details will not be added to our database, unless specified by you, nor will we disclose or use your information for any other purpose, than the intended purpose.

How do we use your personal information

Your personal and sensitive information will be used in connection with:

- Your actual or possible work placement
- Checking your work rights status with any government department or body (or their agents)
- To undertake directly or through relevant agents criminal reference checking with relevant government agencies
- Payment for work completed on a temporary/contract assignment
- Offer of work or ascertain your availability for work
- Our assessment of your ongoing performance and prospects
- Any test or assessment (including medical tests and assessments) that you might be required to undergo
- Our identification of your training needs
- Any workplace rehabilitation/incident investigation
- Our management of any complaint, investigation or inquiry in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information
- To tell you about the other services that we may provide including alternative placement opportunities

Government identifiers: where we collect or use government-related identifiers (for example, Tax File Numbers, Medicare numbers, driver licence numbers, passport or visa details) we do so only where required or authorised by law. We do not adopt a government identifier as an identifier of you.

Disclosure and exchange of your information

Your personal and sensitive information will be collected by Protech for its own use and their clients who might require access to your personal and sensitive information in connection with your work placements.

Your personal and sensitive information will be disclosed to:

- Related subsidiaries within Protech;
- Potential and actual clients of Protech for the purposes of work opportunities
- Referees
- Other members of Protech, clients and third-party service providers and suppliers.
- A professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information including medical or a pre-employment screening provider.
- Our insurers or auditors
- A Workers Compensation body

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- Any government department or body (or their agents) to verify your work rights status
- A designated, registered training provider in relation to training and personal development opportunities
- Our contractors and suppliers – e.g. our I.T. contractors and database designers
- Any person or government body with a lawful entitlement to obtain the information.

Artificial Intelligence and Computer Assisted Decision Making

Protech may use automated and computer-assisted technologies, including artificial intelligence and third-party recruitment and assessment platforms, as part of recruitment, engagement and placement/employment processes.

These technologies may use personal information including application and CV information, employment history, education and qualifications, skills and experience, information provided during screening interviews or assessments, assessment responses and results and, where relevant to the role or assessment, health or medical information.

Automated and computer-assisted technologies may analyse or assess personal information against role requirements, competencies or other job-related criteria and generate assessment results, scores, classifications, recommendations or other outputs that support Protech's recruitment, engagement and placement/employment processes.

For example, computer-assisted technologies may be used to:

- conduct or support initial candidate screening interviews and collect responses to structured, role-related questions;
- assess candidate responses against job-related requirements or competencies;
- conduct or support behavioural, aptitude or other candidate assessments;
- generate assessment results, scores, classifications, recommendations or other information for consideration by Protech; and
- assist Protech personnel to identify information relevant to a person's suitability for engagement or placement.

A Protech team member is required to review information and outputs generated or collated through automated and computer-assisted technologies together with other relevant information before making a recruitment, engagement or placement decision. Protech does not make recruitment, engagement or placement decisions solely through the operation of these technologies.

Where automated or computer-assisted technologies are used, Protech will take reasonable steps to ensure personal information is handled in accordance with applicable privacy requirements and Protech's privacy, information security and artificial intelligence governance requirements.

Direct marketing

We may use your personal information to send you information about our services or opportunities that we think may be relevant to you. You can opt out of receiving direct marketing at any time by using the unsubscribe mechanism (if provided) or by contacting Protech. We will process opt-out requests within a reasonable time. We do not use sensitive information for direct marketing unless you have consented or an exception under the Privacy Act applies.

Overseas disclosures

To support our workforce solutions and Protech operations we may utilise team members and/or contractors located overseas (including through offshore operational and IT support). This may involve overseas team members accessing and using personal information as part of performing their duties for Protech (for example, administrative, recruitment and IT support). Where overseas team members access our systems, access is provided via remote desktops and controlled environments, with no direct local access to our systems or data (for example, restrictions on local saving, copying or downloading). We also use third-party service providers that may be located outside Australia (for example, where we use offshore IT systems or support services). Where personal information is handled by individuals and/or entities located overseas, we take reasonable steps to ensure it is handled in a manner consistent with the Australian Privacy Principles, including through contractual obligations and supplier due diligence, unless an exception under the Privacy Act applies.

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How does Protech protect the security of your information

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, and disclosure. We have a number of safety measures in place to protect your information. For example, your personal information is stored in secured offices and in computerised databases which require a log in and password to gain access. Access to the database is only available to those who require such access. All staff are bound by a confidentiality agreement regarding company and customer information. Visitors to our premises are always accompanied by a member of staff for the duration of the visit.

We also take reasonable steps to maintain the security of personal information through measures such as role-based access controls, staff training, monitoring and review of access, and secure transmission and storage of information where appropriate. Where appropriate, we also use encryption and secure disposal processes to help protect personal information. The specific controls used may vary depending on the nature of the information and the way it is held.

We regularly review and update our security measures and may monitor and log access to systems that contain personal information to help detect and respond to unauthorised access or misuse. When personal information is no longer needed for any purpose for which it may be used or disclosed, and we are not required by law to retain it, we take reasonable steps to destroy or de-identify it.

Notifiable Data Breaches

If we become aware of a suspected or actual data breach involving personal information, we will take reasonable steps to contain the breach and assess it. Where required under the Notifiable Data Breaches scheme, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable.

Accessing Your Personal Information

Access Requests: You can request access to your personal information by contacting Protech. We may need to verify your identity before providing access. We will respond to access requests within a reasonable time and, where practicable, provide access in the manner you request. We may charge a reasonable fee to cover the cost of providing access (but we will not charge for making the request).

In some circumstances, we may refuse or limit access to your personal information where permitted by law. If this occurs, we will provide you with an explanation of our decision.

If we are unable to agree that personal or sensitive information that we hold about you is accurate, complete and up to date, you may ask us to place with the information a statement by you that claims that particular information is not accurate, complete and up to date. If you wish to exercise your rights of access and correction you should contact our Privacy Officer, whose details are shown in the 'Contact Us' section.

If we correct personal information about you, we will take reasonable steps to notify relevant third parties of the correction where requested by you or where otherwise appropriate.

External Sites

External sites that are linked to or from the Protech website are not under our control, and you are advised to review their Privacy Statement. Users should note there are inherent risks associated with the transmission of information via the Internet and you should therefore make your own assessment of the potential risk to the security of your information.

Changes to our Privacy Standard

If at any time our Privacy Standard changes, the updated details will always be available on our website for your perusal. If at any time you have a question or concern regarding Protech and privacy, please contact us at quality@protech.com.au.

Contact Us

If you have any questions in relation to privacy or wish to make an access request or a privacy complaint, please contact the Privacy Officer on the details below during normal office hours 8.00am to 5.00pm Monday to Friday. Our

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Privacy Officer 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. We may ask you to provide information to verify your identity and to help us understand your request or investigate your complaint. We will acknowledge your correspondence and work with you to resolve it within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via https://www.oaic.gov.au/.

General information about privacy may be found at: https://www.oaic.gov.au/

Protech Privacy Officer

Phone: 07 3440 2800

Email: quality@protech.com.au

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