

PRIVACY STATEMENT

1 Your rights in relation to privacy

Graph Solutions Pty Ltd ACN 097 202 358 (Graph Solutions) understands the importance of protecting the privacy of personal information. This statement sets out how Graph Solutions aims to protect the privacy of your personal information, your rights in relation to your personal information managed by Graph Solutions and the way Graph Solutions collects, holds, uses and discloses your personal information. In handling your personal information, Graph Solutions will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and with the 13 Australian Privacy Principles in the Privacy Act. This policy statement may be updated from time to time.

2 What kinds of personal information does Graph Solutions collect?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of its products and services, Graph Solutions generally only collects personal information about an individual to the extent they are acting as the representative and contact person (whether in their capacity as director, employee, contractor or otherwise) on behalf of an entity with which Graph Solutions has a commercial relationship.

If you are a representative of a customer, supplier or an entity with which Graph Solutions has a commercial relationship, generally, the kinds of personal information Graph Solutions collects about you include:

- ◆ your name and contact details such as telephone and fax numbers and email and postal addresses; and
- ◆ information about your role.

Graph Solutions also collects personal information about you if you are applying for a role within Graph Solutions including information about your skills, qualifications and employment history. If relevant to an assessment of whether you are able to perform the inherent requirements of the particular role, Graph Solutions may also collect sensitive information such as health and/or criminal record information.

Graph Solutions may also hold other personal information about you that you provide to Graph Solutions.

3 How does Graph Solutions collect personal information?

Generally, Graph Solutions collects your personal information directly from you, through an interaction or exchange in person or by way of telephone, facsimile, email, post or through the use of the Graph Solutions website. There may be occasions when Graph Solutions collects your personal information from other sources such as from:

- ◆ the entity you represent, where necessary for Graph Solutions to provide its products and/or services to that entity through you;
- ◆ an entity, or representative of that entity, nominated by you as a trade reference;
- ◆ an existing or potential customer or supplier, where they list you as a trade reference;
- ◆ an information services provider;
- ◆ a publicly maintained record or other publicly available sources of information; or
- ◆ an external recruitment or background screening services provider if for recruitment purposes.

Generally, Graph Solutions will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you.

4 Why does Graph Solutions need your personal information?

Graph Solutions collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of:

- ◆ providing its products and services including the supply of insulators, line hardware fittings, conductor accessories, substation equipment and installation-related services;
- ◆ liaising with you as a representative of an entity with which Graph Solutions has or intends to have a commercial relationship;
- ◆ establishing new points of contact with an existing or potential customer, supplier or other entity with which Graph Solutions has or intends to have a commercial relationship;
- ◆ assessing whether Graph Solutions will buy products or services from, or sell products or services to, a particular entity;
- ◆ accounting, billing and other internal administrative purposes; and
- ◆ assessing your application for employment with Graph Solutions or otherwise for the purpose of engaging you as a contractor or consultant.

Graph Solutions may also use your personal information for purposes related to the above purposes and for which you would reasonably expect Graph Solutions to do so in the circumstances, or where you have consented or the use is otherwise in accordance with law.

Where personal information is used or disclosed, Graph Solutions takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed. You are under no obligation to provide your personal information to Graph Solutions. However, without certain information from you, Graph Solutions may not be able to provide its products and/or services to you and/or the entity you represent.

5 To whom does Graph Solutions disclose your personal information?

Graph Solutions discloses your personal information for the purpose for which Graph Solutions collects it. That is, generally, Graph Solutions will only disclose your personal information for a purpose set out at paragraph 4. This may include disclosing your personal information to:

- ◆ third parties engaged to perform administrative or other business management functions;
- ◆ people or entities considering acquiring an interest in Graph Solutions' enterprise or assets;
- ◆ Graph Solutions' professional advisors, insurance providers, contractors, consultants and related bodies corporate; and
- ◆ regulatory bodies.

Graph Solutions may also disclose your personal information with your consent or if disclosure is required or authorised by law.

6 Overseas disclosure

Graph Solutions only operates in Australia. However, it may disclose personal information to its parent company in Austria and to its other group companies located overseas. While it is not practicable to list each and every country in which group companies may be located, to the extent Graph Solutions discloses personal information to group companies located overseas, such recipients are most likely to be located in England or Thailand. If disclosing personal information to an overseas recipient, Graph Solutions takes steps reasonable in the circumstances to ensure the overseas recipient complies with the Australian Privacy Principles or is bound by a substantially similar privacy scheme unless you consent to the overseas disclosure or it is otherwise required or permitted by law. If you have any queries or objections to such disclosures, please contact Graph Solutions' Privacy Compliance Officer on the details set out in paragraph 10.

7 Direct marketing

Graph Solutions may use and disclose your personal information in order to inform you of products and services that may be of interest to you or the entity you represent. In the event you do not wish to receive such communications, you can opt-out by contacting Graph Solutions via the contact details set out in paragraph 10 or through any opt-out mechanism contained in a marketing communication to you.

8 Security of your personal information

Graph Solutions takes steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. Graph Solutions holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff and subject to password protection and other online security mechanisms.

Graph Solutions will destroy or de-identify personal information in circumstances where it is no longer required, unless Graph Solutions is otherwise required or authorised by law to retain the information.

9 Can you access and correct the personal information that Graph Solutions holds about you?

Graph Solutions takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to request access and/or correction of your personal information that is collected and held by Graph Solutions. If at any time you would like to access or correct the personal information that Graph Solutions holds about you, or you would like more information on Graph Solutions' approach to privacy, please contact Graph Solutions' Privacy Compliance Officer on the details set out in paragraph 10 below. Graph Solutions will grant access, and correct personal information, to the extent required or authorised by the Privacy Act or other law. Upon making a request, you may be required to provide proof of identity and/or provide further details of your request. Graph Solutions endeavours to respond to requests within 30 days and, if refusing your request, Graph Solutions will notify you of the refusal in writing.

10 How to contact us

For further information or enquiries regarding your personal information, or if you would like to opt-out of receiving any promotional or marketing communications, please contact Graph Solutions' Privacy Compliance Officer at sales@graphsolutions.com.au.

11 Privacy complaints

Please direct all privacy complaints to Graph Solutions' Privacy Compliance Officer so that, if necessary, they can be appropriately investigated. Privacy complaints are treated seriously, promptly and confidentially and you will be notified of the outcome of your complaint. Complaints will not affect your existing obligations or commercial arrangements with Graph Solutions.

In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.