

PRIVACY POLICY

1.0. PURPOSE

The Glad Group of companies are committed to providing quality services to you and this Policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

2.0. SCOPE

The policy applies to all entities in the Glad Group of companies, consisting of:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Glad Security Pty Ltd trading as Glad Group Services | ABN 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Glad Indigenous Pty Ltd | 13 648 519 957
- Auxus Pty Ltd | 12 655 147 292
- Stratum Global Pty Ltd trading as Unifyd Tech | 86 923 901 715
- Glad Group NZ Limited | NZBN 9429 047 106 437

3.0. POLICY STATEMENT

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

3.1. What is Personal Information and why do we collect it?

Personal Information is defined as information that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers, ID documentation, dates of birth and employment details.

This Personal Information is obtained in many ways including via online channels such as our websites, correspondence by telephone, by email, employment applications, from publicly available sources, and from third parties including suppliers and industry bodies.

We do not guarantee website links or the policy of third parties.

We collect your Personal Information for the primary purpose of either administration or service support. Personal information collected may be shared with third parties including but not limited to suppliers, customers, and marketing agencies in support of this primary purpose. We may also use your Personal Information for secondary purposes, in circumstances where you would reasonably expect such use or disclosure, for insurance, regulatory or audit purposes.

You may unsubscribe from any mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

3.2. Sensitive Information

Sensitive information is defined to include information about such things as an individual's racial or ethnic origin, sexual orientation, political opinions, membership of a political association, religious beliefs, membership of a trade union or other professional body, criminal record, or health information, including Covid vaccination status.

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|--|---------------------------------|--|---|
| Document Name: Privacy Policy | Revision Number: 2.1 | Role of Policy Owner: Head of Risk & Compliance | |
| Date of policy review: 3 June 2022 | Next revision date: 3 June 2024 | Associated Procedure: NA | Electronic Updates Only – Printed Copies Are Not Controlled |
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Where Sensitive information is collected, it will be used by us only:

- For the primary purpose for which it was obtained,
- For a secondary purpose that is directly related to the primary purpose,
- With your consent; or where required or authorised by law or for insurance purposes.

3.3. Third Parties

Where reasonable and practicable to do so, we will collect your Personal or Sensitive Information only from you. However, in some circumstances we may be provided with information by third parties such as from labour hire partners and recruiters. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

3.4. Disclosure of Personal Information

Your Personal Information may be disclosed in several circumstances including, but not limited to the following:

- To third parties in relation to administration or service support
- Where required by a customer for the purposes of providing services to them; and
- Where required or authorised by law.

3.5. Disclosure of Sensitive Information

Your sensitive Information will not be disclosed to any third party without your consent.

3.6. Security of Personal and Sensitive Information

Your Personal and Sensitive Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal or Sensitive Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal or Sensitive Information. However, most of the Personal or Sensitive Information is or will be stored in customer records or employment records which will be kept for a minimum of 5 years.

3.7. Access to your Personal or Sensitive Information

You have the right to review any Personal or Sensitive information we hold about you, to update and/or correct it, subject to exceptions.

Glad Group will not charge any fee for your request to review / amend personal information.

To protect your Personal or Sensitive Information, we may require identification from you before releasing the requested information.

3.8. Maintaining the Quality of your Personal and Sensitive Information

It is important to us that your Personal or Sensitive Information is up to date. We will take reasonable steps to make sure that your Personal or Sensitive Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

3.9. Policy Updates

This Policy is subject to change and is available on our website.

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4.0. DEFINITIONS

- **Personal Information:** information that identifies an individual
- **Sensitive Information:** information about such things as an individual's racial or ethnic origin, sexual orientation, political opinions, membership of a political association, religious beliefs, membership of a trade union or other professional body, criminal record, or health information, including Covid vaccination status

5.0. LOG OF CHANGE

| DATE | AMENDMENTS | AUTHORISED BY | REVISION |
|------------|--|-------------------|----------|
| 26/11/2014 | Initial policy | Nick Iloski | 1.0 |
| 25/5/2022 | Policy review – interim | Chris Atherton | 2.0 |
| 03/06/2022 | Update of Privacy Policy for latest requirements | Chris Errington - | 2.1 |
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6.0. RELATED POLICIES AND PROCEDURES

Nil

7.0. CONTACT FOR COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy, please contact the Head of Risk & Compliance at:

Glad Group Pty Ltd

By email: privacy@gladgroup.com.au

By phone: 1300 283 233

Authorised by:

Chris Errington

Chief Operating Officer