

CHEVRON GLASS GROUP OF COMPANIES

Privacy Policy (HR-10)



Approved Date: 9th January 2023
Next Review Due: 3 years
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Purpose

The Chevron Glass Group is 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.

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.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

Responsibilities

It is the obligation and responsibility of every employee to ensure that privacy and personal information is protected in accordance with this policy.

Definitions

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include (but may not be limited to):

- Names
- Addresses
- Email Addresses
- Phone Numbers
- Date of birth
- Payment details
- Historical purchases

What kind of Personal Information do we collect?

The Chevron Glass Group generally collects and holds personal information about:

- our employees
- contractors who provide services to The Chevron Glass Group
- our customers
- our suppliers
- job applicants and
- other people who may come into contact with The Chevron Glass Group.

The type of information we collect varies, depending on the purpose, and may include (but is not limited to) your name, address, contact details, organisation, identification, positions held, payment details, credit information and marketing information.

This information may be obtained by way of forms filled out, information provided in person or by telephone, email or online by the individuals themselves, or from a public source or third party (for example, referees, other Chevron Glass Group companies, your organisation, your representatives and information service providers). For additional information about our handling of personal information we collect through our web sites, please see the Security and Privacy Statement on the relevant site.

Why Do We Collect Personal Information?

We collect Personal Information if it is required for a lawful purpose directly related to a business function, or activity of the Chevron Glass Group. We may also use Personal Information for secondary purposes closely related to the primary purpose, in circumstances where it would be reasonably expected that such use or disclosure would occur.

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

How do we use Personal Information and to whom may we disclose it?

In general, The Chevron Glass Group collects, uses and discloses personal information to: The Chevron Glass Group

- provide products or services that have been requested;
- maintain relationships with suppliers, contractors and other parties;
- communicate;
- verify your identity and personal information;
- maintain and update our records;
- provide ongoing information and marketing communications about Chevron Glass Group products and services to The Chevron Glass Group customers and prospective customers by telephone, email, online and other means as permitted by law, unless they opt out; and
- comply with legal obligations and protect our lawful interests.

We may not be able to do these things without your personal information. For example, we may not be able to respond to your enquiries or provide you a product or service you have requested. We may also collect, use and disclose your personal information in connection with: reasonable information requests from courts, government bodies and lawyers suspected fraud, misconduct and unlawful activity, and any sale or potential sale of any part of our business.

Depending on the product or service concerned, personal information may be disclosed to:

- other divisions or organisations within The Chevron Glass Group;
- service providers and specialist advisers to The Chevron Glass Group who have been contracted to provide The Chevron Glass Group with administrative, archival, auditing, accounting, customer contact, legal, business consulting, banking, payment, debt collection, delivery, data processing, data analysis, information broking, research, investigation, website, technology or other services;
- insurers, credit providers, courts, tribunals and regulatory authorities as agreed or authorised by law;
- credit reporting or reference agencies or insurance investigators; or
- a person authorised by an individual

Generally, we require that organisations outside The Chevron Glass Group who handle or obtain personal information as service providers to The Chevron Glass Group acknowledge the confidentiality of this information and undertake to comply with the Principles.

How do we keep personal information accurate and up to date?

The Chevron Glass Group takes reasonable steps to ensure that the personal information it holds is accurate and up to date. We encourage you to contact The Chevron Glass Group as soon as possible in order to update any personal information we hold about you. The Chevron Glass Group contact details are set out below.

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Can you check and update the personal information about you that is held by us?

You may obtain access to or correct any personal information which The Chevron Glass Group holds about you, unless one of the exceptions in the Principles applies.

To make a request to access or correct information The Chevron Glass Group holds about you, please contact The Chevron Glass Group in writing at the address set out below. The Chevron Glass Group will require you to verify your identity and to specify what information you require. We will provide reasons if we deny any requests for access to or correction of personal information. The Chevron Glass Group may charge a fee to cover the cost of providing access including locating, retrieving, reviewing and copying any material requested. Where we decide not to make a requested correction to your personal information and you disagree, you may ask us to make a note of your requested correction with the information.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information 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 the owner's consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect Personal Information only from the person whose information it is. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that the owner of the information is made aware of the information provided to us by the third party.

Disclosure of Personal Information

Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

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

When Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify Personal Information.

Maintaining the Quality of Personal Information

It is an important to us that Personal Information is up to date. We will take reasonable steps to make sure that Personal Information is accurate, complete and up to date. If you find that the information

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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.

Complaints and Enquiries

If you consider that any action of The Chevron Glass Group breaches this privacy policy or the Australian Privacy Principles, you can make a complaint. In the first instance, please direct your complaint to the particular The Chevron Glass Group business or activity concerned – they are likely to be in the best position to deal with the matter quickly and effectively. Each Chevron Glass Group business or activity has an officer appointed to handle complaints. If the matter is not resolved to your satisfaction, please make contact with the relevant privacy officer below. The Chevron Glass Group takes your privacy seriously and endeavours to respond promptly to complaints.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.

How do you contact us?

If you have any queries or complaints about our Privacy Policy please contact us at:

The Chevron Glass Group

Head Office

Melrose Park

(08) 8277 7188

Further Information and Related Documents

- Privacy Act 1988