

APA Privacy Policy

1. Statement of Commitment

APA recognises the importance of protecting the privacy of our customers, suppliers and employees. Furthermore, APA is committed to ensuring that the Directors and others involved in the management of APA comply at all times with their obligations under the Commonwealth Privacy Act 1988 and the Australian Privacy Principles when handling personal information.

2. Australian Privacy Principles (APPs)

APA is bound by the APPs. The principles came into effect on 21st December 2001. The APPs aim is to ensure that organisations that hold personal information about people do so responsibly. They also provide personnel some control over the way that personal information about them is handled.

3. Personal Information

APA currently holds information in relation to customers or prospective customers, associates of customers, our suppliers or potential suppliers, our employees or potential employees in order for us to provide you with the products and services that you request. This information includes, but is not limited to:

- ◆ company name;
- ◆ residency;
- ◆ date of birth;
- ◆ country of residence;
- ◆ job title and employer;
- ◆ Tax File Number;
- ◆ Employee record information;
- ◆ CV, resume or application related behaviour
- ◆ contact details such as address, telephone, email address;
- ◆ business/mailing address;
- ◆ title;
- ◆ nature of business;
- ◆ bank account and credit or debit card details;
- ◆ advice received from the Customer or prospective Customer that may contain additional personal information, such as family relationships and other business-related connections;
- ◆ qualifications, memberships and other accreditations;
- ◆ financial records;
- ◆ racial or ethnic background, political or religious beliefs; and
- ◆ online interactions with our website, publications, alerts and social media activity.

4. Collection of Information

As much as possible, APA only collects personal information that has been directly provided to us by our customers or prospective customers, associates of customers, our suppliers or potential suppliers, our employees or potential employees, or is otherwise available in the public

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domain where this information will assist us with the provision of services to our current and prospective customers. Information may have been provided verbally or in writing (including by email or through web forms). APA may from time to time collect personal information from alternative sources. Some examples of these alternative collection events are:

- ◆ concerning an associate of a Customer or a prospective Customer (e.g. a spouse or a child) where it is considered unreasonable or impracticable to seek this same information directly from the associate;
- ◆ when we collect personal information about you from third parties;
- ◆ personal information collected from your business card;
- ◆ when we collected personal information about you from a referee provided by you on an application made with us;
- ◆ when we collect information from you in order to provide you with services, a quote for services or our invoices in relation to services rendered;
- ◆ when we collect personal information about you when you register to attend or attend an event; or
- ◆ when we collect personal information about you from publicly available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, and social media platforms (such as LinkedIn, Facebook, Twitter, Google, Instagram etc.).

We only collect personal information that is necessary to provide you with our products and services. We will only collect sensitive information with your express consent. If you do not consent to certain uses of your personal information, we may not be able to provide you with your requested products or services.

5. How we use your Personal Information

APA may at times use and disclose personal information about an individual for the ‘primary purpose’ of collection (i.e. the dominant or fundamental purpose for which that information is collected).

As well as abovementioned purposes, that ‘primary purpose’ includes facilitating our internal business processes, communicating with customers, prospective customers and other external parties, providing ongoing marketing information about our products and services, complying with our legal obligations and dealing with enquiries and complaints.

In certain circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where a customer would reasonably expect us to and the purpose is related to the purpose of collection). For tax Customers, tax file numbers:

- ◆ can be collected by tax agents and accountants;
- ◆ can be used only to conduct customer’s affairs; and
- ◆ can be disclosed only to customer and the Australian Tax Office.

Sensitive information

Sensitive information is a subset of personal information. It means information or opinion about an individual’s racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be

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used for the purpose of automated biometric verification or biometric identification or biometric templates. Our policy is that we attempt not to collect sensitive information about our customers or prospective customers, however that may not always be possible. If any of our customers or prospective customers elects to provide us with any sensitive personal information, we will take all reasonable steps to ensure that the sensitive information is securely protected. In the event we propose to use such personal information other than for the reasons set out in this policy, we will first notify you or seek your consent prior to such use.

6. Disclosure of Personal Information

APA will ordinarily make the following disclosures of your personal information where it is necessary to support the delivery of the customer services or other related activities:

- ◆ third party service providers utilised in connection with any administrative matters;
- ◆ service providers (including IT service providers and consultants) who assist APA in providing or marketing our services;
- ◆ related entities and related bodies corporate of APA;
- ◆ third parties in connection with the sale of any part of APA's business;
- ◆ our contractors and agents;
- ◆ superannuation details to a fund administrator;
- ◆ Tax File Number Declaration to the Australian Taxation Office;
- ◆ where APA is required by law to provide personal information so that APA complies with court orders, subpoenas or other legislation that requires us to provide personal information (for example, a garnishee order).
- ◆ your superannuation company; and
- ◆ the Australian Taxation Office.

We may also provide a customer's or prospective customer's personal information to credit reporting bodies and other credit providers. We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- ◆ when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose;
- ◆ if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- ◆ if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- ◆ if it is required or authorised by law.

Should it be necessary for APA to forward personal information to third parties outside the company, we will make every effort to ensure that the confidentiality of the information is protected.

In the event we propose to disclose such personal information other than for the reasons set out in this policy, we will first notify you or seek your consent prior to such disclosure.

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at Section 14 and we will ensure the relevant communications cease.



Overseas disclosures

The nature of our business activities may on occasion require that personal information be disclosed to overseas recipients in order to provide the services contemplated under the terms of our engagement or prospective engagement. The location of any overseas recipients of this information will depend upon the nature of the customer assignment being conducted or contemplated, and could include Asia, Turkey, UAE, New Zealand, South America, Mexico, Canada and the United States.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition, we may use overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may have entered into contractual arrangements with third party service providers to assist APA with providing our products and services to you.

By submitting your personal information to APA, you expressly agree and consent to the disclosure, transfer, storing or processing of your personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to personal information.

The Privacy Act 1988 requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your personal information outside of Australia do not breach the privacy principles contained within the Privacy Act 1988. By providing your consent, under the Privacy Act 1988, APA are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting personal information and have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

If you do not agree to the disclosure of your personal information outside Australia by APA, you should (after being informed of the cross-border disclosure) tell APA that you do not consent. To do this, either elect not to submit the personal information to APA after being reasonably informed in a collection notification, or please contact us via the details set out at Section 14.

7. Direct Marketing

You give your express and informed consent to us using your personal information set out in Section 3 where that information relates to the provision of services to you or marketing activities to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (Direct Marketing Communications).

If you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had

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Business Address.
750 Macarthur Avenue Central
Pinkenba 4008 Queensland
Australia

Postal Address.
PO Box 1355
Eagle Farm 4009 Queensland
Australia

Telephone. 61 (0) 7 3632 7600
Facsimile. 61 (0) 7 3632 7677

E-mail. info@apaero.com.au
Web. www.apaero.com.au



with us, then we may also use your personal information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

If at any time you do not wish to receive any further Direct Marketing Communication, you may ask us not to send those to you or disclose your information to other organisations for that purpose by using the 'unsubscribe' facility in the Direct Marketing Communications.

8. Credit Information

The Privacy Act 1988 contains provisions regarding the use and disclosure of credit information, which applies in relation to the provision of both consumer credit and commercial credit.

As we provide terms of payment of accounts which are greater than 7 days, we are considered a credit provider under the Privacy Act in relation to any credit we may provide you (in relation to the payment of your account with us).

We use credit related information for the purpose set out in Section 3 above. We will store your credit information you provide us.

9. How We Store Your Personal Information

Once we collect your personal information, we will either hold it securely and store it on infrastructure owned or controlled by us or with a third party service provider who have taken reasonable steps to ensure they comply with the Privacy Act.

APA will take all reasonable steps to protect against the loss, misuse and/or alteration of the information under its control, and that the information it holds is accurate, complete and up to date including through appropriate physical and electronic security strategies.

Only authorised APA personnel are provided access to personal information, and these employees are required to treat this information as confidential. We may need to maintain records for a significant period. However, when we consider information is no longer needed, we will destroy or permanently de-identify these records.

Our policy is that all electronic records are only stored within Australia whenever this is commercially feasible. However, on occasion, a limited number of specialist software applications may involve the storage of personal data at an overseas location where a suitable alternative is not available. We presently disclose some information to the jurisdictions in Section 6 of this policy in limited circumstances.

APA will only store data with an external provider if a technical assessment of a service provider's security protocols is considered to meet or exceed the level of security that APA could apply if the electronic data were to be stored in APA's own in-house systems and where we are satisfied that APA is able to meet its commitments under Australian Privacy Legislation.

10. Accuracy of Personal Information

APA will take all reasonable steps to make sure that any personal information collected, used or disclosed is accurate, complete and up to date. As the accuracy of personal information

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largely depends on the information that you provide to us, we request that you advise us of any errors in or updates require to your personal information. If you believe that the information we hold about you is inaccurate or out of date, they may contact us as detailed in Section 14 and we will update the relevant information accordingly.

11. Access to Personal Information

Under the APPs, you have the right to request access to any personal information that we may hold about you and to advise us if the information should be corrected. The APPs set out the circumstances when we can refuse those requests. If we do refuse your request, we will provide you with a written notice that sets out the reasons (unless it would be unreasonable to provide them to you).

Subject to our right to refuse access, APA will provide you with a report that lists any personal information that we may hold about you.

Our policy is to provide written acknowledgement of our receipt of any request for access to personal information or a request for correction of personal information within 7 days of the request being received. We will then provide a written response within 30 days of our receipt of the request.

If you would prefer to submit a privacy request using a pseudonym or otherwise keep your identity secret, APA will do its best to support that request if it is feasible to do so under the circumstances.

12. Complaints

We have put in place an effective mechanism and procedure to resolve privacy complaints and enquiries. We will ensure that all complaints and enquiries are dealt within a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision (in respect of a complaint).

If you wish to make an enquiry about your personal information at APA or make a complaint because you believe that we may have breached the APPs or a privacy code that applies to us, please email our nominated Company Contact listed at Section 14. In order to resolve a complaint, we:

- ◆ will liaise with you to identify and define the nature and cause of the complaint;
- ◆ may request that you provide the details of the complaint in writing;
- ◆ will keep you informed of the likely time within which we will respond to your complaint; and
- ◆ will inform you of the legislative basis (if any) of our decision in resolving such complaint.

We will respond to each request within a reasonable time. We will also maintain a record of your complaint in a Register of Complaints.

If a party has lodged a complaint with APA and is not satisfied with our response, they may contact the Office of the Australian Information Commissioner.

13. Consent, Modifications and Updates

This policy is a compliance document prescribed by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this policy into the terms of that contract. In such instances, APA may incorporate the terms of this policy such that:

- ◆ certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto APA, but do create contractual obligations on the other party to the contract; and
- ◆ the consents provided in this policy become contractual terms provided by the other party to the contract. By using our website, engaging us to provide you with services, where you have been provided with a copy of our policy or had a copy of our policy reasonably available to you, you acknowledge and agree that you:
 - ◆ give the consents given by you in this policy; and
 - ◆ have been informed of all of the matters in this policy.

We reserve the right to modify our policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website). If you do not agree to our continued use of your personal information due to the changes in our policy, please cease providing us with your personal information and contact us via the details set out at the Section 14 of this document.

14. Further Information

For further information please contact:

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