

## PRIVACY POLICY

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**This is a controlled document**



**WESTFORCE**  
CONSTRUCTION

### I. INTRODUCTION

Westforce Construction recognises the importance of protecting the personal information of our customers, visitors, employees, contractors, distributors, suppliers, vendors and other business partners and prospective employees and contractors. The company that is responsible for your privacy is Westforce Construction Pty Ltd (ABN 34 121 966 041) (hereafter "**Westforce**", "**we**", "**us**" or "**our**").

Personal information is any information that is recorded in any form about a person (irrespective of whether it is true or not) from which that person may be identified.

We are committed to protecting your privacy and ensuring that your personal information is collected and used appropriately, lawfully and transparently. The purpose of this privacy policy is to inform you about our collection, use, storage and disclosure of your personal information. We may modify this privacy policy by publishing it on our website. We encourage you to review the current privacy policy on our website before disclosing your personal information to us.

We are bound by the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) ("**Privacy Act**"). Where applicable, we rely on the related bodies corporate exemption in the Privacy Act in respect of the handling of personal information.

When you disclose personal information to us, it may be transferred to any of our related entities located in and outside of Australia ("**Related Entities**"). By disclosing your personal information to us, you consent to its use in accordance with this privacy policy, including the transfer of that information to any of our Related Entities. You may withdraw your consent at any time by notifying us in writing at [info@westforce.com.au](mailto:info@westforce.com.au).

### II. CONTACT DETAILS

Westforce is a civil construction specialist operating in the Australian construction industry. We are majority-owned by Raubex Group, a South Africa-based infrastructure development and construction materials supply group.

Our contact details are:

Organisation name Westforce Construction Pty Ltd (ABN 34 121 966 041)

Email address [\[info@westforce.com.au\]](mailto:info@westforce.com.au)

Physical address 73 - 75 Dowd Street, Welshpool, WA 6106, Australia

Telephone [+61 (8) 9279 1900]

### III. KINDS OF PERSONAL INFORMATION WE COLLECT AND HOLD

The kinds of personal information we may collect from you and hold include:

- general personal details such as your name, date of birth, gender, title, contact number, address and email address, and other personal information contained in the documents that you provide to us;

- business details such as your name, title, contact number, address and email address;
- the products and services that interest you; and
- your location details through your smart phone or device or IP address.

If you are employed or engaged, or seek employment or engagement, as a contractor, consultant, distributor, supplier, vendor or other business partner at Westforce, we may collect additional personal information in the course of the recruitment process and your subsequent employment or engagement, including (as applicable):

- referee and emergency contact details;
- employment history;
- educational qualifications;
- information to verify your right to work in Australia;
- information to verify you meet all industry-wide requirements of employment;
- records relating to salary, employment benefits and leave, or rates, fees or charges for products and services;
- taxation details and banking information necessary to pay salary and wages or the cost of products and services; and
- agreements and other records relating to the terms and conditions of your engagement or employment.

Sensitive information is a type of personal information and includes information about an individual's race or ethnic origin, political, philosophical or religious beliefs, membership of a professional, trade association or trade union, sexual orientation or practices, criminal record and health information. We generally do not collect sensitive information. If we do, it will usually be for the purposes of providing our products and services or to enable proper management of our business affairs. We will seek your consent to collect such information if required by law.

#### **IV. HOW WE COLLECT AND HOLD PERSONAL INFORMATION**

We will usually tell you why we are collecting personal information and how we plan to use it at the time of collection, unless these matters are already clear. We usually collect personal information directly from you. However, sometimes the agents or service providers we engage may collect information from you on our behalf. If such third parties collect information about you, we have arrangements in place that allow us to collect or have access to that information. This privacy policy does not apply to third parties.

We may collect personal information from you when you:

- engage us for our products and services and provide your details to access our products and services;
- make an enquiry or interact with us, including via our website and our social media platforms;
- visit our website and related websites (where our internet service provider may provide us with a record of your visit and we may log information for internal review and statistical purposes, including the country of origin of your server address, the date and time of your visit to the website, and the pages you have viewed);  
or
- are employed or engaged, or seek employment or engagement, as a contractor, consultant, distributor, supplier, vendor or other business partner at Westforce.

If you are employed at Westforce, we may also hold personal information collected by monitoring your use of email, internet and other computer resources. We may hold such information for the purposes of enabling us to properly manage our business affairs and resourcing and will inform you prior to collecting personal information by way of such monitoring activities.

We hold your personal information in hard copy and/or electronic copy in accordance with the information security measures outlined in this privacy policy.

By providing us with your personal information, you understand that we may collect and hold the personal information provided for so long as is required for the purpose for which it was collected, subject to:

- any request you may make to us to delete such information; and
- any applicable legal or regulatory requirements which require us to retain personal information for a specific period.

## **V. INFORMATION SECURITY**

We are committed to maintaining the security of personal information of our customers, employees, contractors, distributors, suppliers, vendors and other business partners and prospective employees and contractors.

To the extent required under the Privacy Act, we will take reasonable steps to protect the personal information we hold from unauthorised access, use, interference, loss, modification or disclosure. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure. Our security measures include ensuring the physical security of our offices, maintaining computer and network security (including firewalls and secure databases), restricting access to personal information, maintaining secure communications, retaining, using and disposing of personal information in line with the requirements of the Privacy Act, monitoring access and usage of personal information and investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for is kept secure. We will ensure that anyone to whom we pass your personal information to agrees to treat your information with the same level of protection as we are obliged to.

## **VI. USE OF COOKIES**

We use traffic log cookies to create sessions per user, which identifies pages visited and session duration. This helps us to analyse data about web page traffic and improve the website in order to tailor it to customer needs. We only use this information for statistical analysis purposes, and in no way track any personal information of any users connected to the site without consent.

## **VII. PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION**

We may share your information with our Related Entities.

We and our Related Entities may use your personal information to:

- positively identify you when you contact us online and get in contact with you in order to respond to your website query or a job application posted online;
- manage and work with our service providers and contractors to fulfil your request for products and services, including processing transactions and payments;

- create orders, transaction records, agreements for the sale of products and services, accounts, tax invoices or receipts;
- provide your personal information to third parties that assist us in providing products and services you have requested;
- communicate with you, and build and maintain our relationship with you including introducing our products and services to you;
- fulfil administrative functions associated with our products and services, for example billing services, marketing purposes and provision of account and service updates (for example, updates to our terms and conditions);
- identify and develop new products and services you may be interested in and improve the services and support we provide to you;
- conduct, monitor and analyse our business and internal operations;
- assist us in improving our products and services or products and enable proper management of our business affairs;
- send you updates on our products and services, publications, marketing and events. If you do not wish to receive marketing emails from us, you can opt out at any time by unsubscribing;
- carry out quality control and research to improve the way that we and our Related Entities provide products and services to you;
- show you our products and services as you browse the web;
- comply with applicable laws and other regulatory, accounting or reporting obligations to protect, exercise or defend our legal rights;
- process and respond to your requests, enquiries or complaints;
- monitor visitors to our website and analyse their behaviour to help make our products and services better;
- assess the suitability of employees, contractors, consultants, distributors, suppliers, vendors or other business partners for employment or engagement by Westforce; and/or
- comply with laws or regulations or to comply with any directions given by regulators or authorities.

We will use your personal information only for the purpose for which it was collected and agreed with you. We will not share your personal information with third parties or use your data for any purpose other than as described in this privacy policy. The information that you provide will not be used to make any automated decisions about you. Furthermore, we do not and will not sell or provide personal information to third parties for independent use.

If you do not provide accurate personal information that we request, you understand that we or our Related Entities may not be able to provide you with the products and services you seek, or the same level of service we intend to provide, or consider you for employment or engagement in any capacity.

## **VIII. WHO WE SHARE PERSONAL INFORMATION WITH**

We may disclose your personal information to:

- our Related Entities;
- our employees, contractors or service providers to the extent reasonably necessary to fulfil our obligations to you, including the delivery of products or services to you. This may include internet service providers, IT systems administrators, mailing houses, couriers, payment processors, and data entry service providers;
- contractors, suppliers and other third parties who provide products and services to us or with whom we have commercial relationships, for business, marketing and related purposes;
- our business advisors, including lawyers, accountants or other professional service providers, to the extent reasonably required; and
- any other person if required or authorised by law or industry code, including where we believe it is necessary to protect our rights.

If we engage third-party contractors or suppliers, we will take all reasonable steps to ensure that they do not breach the Privacy Act in relation to any personal information disclosed to them.

## **IX. DISCLOSURES TO OVERSEAS RECIPIENTS**

Westforce is part of the Raubex group of companies with Related Entities located within and outside of Australia, including South Africa, Botswana, Namibia, Mauritius, Zambia, Zimbabwe, Lesotho and Cameroon. We may need to disclose your personal information to our Related Entities or third parties both in and outside of Australia for the purposes listed in this privacy policy.

You acknowledge, agree and consent to us disclosing your personal information to such parties (including those located outside Australia) for the purposes listed in this privacy policy and for these third parties to collect, use, disclose and/or handle your personal information for the purposes listed in this privacy policy. We will comply with the Privacy Act in relation to any disclosure of personal information to an overseas recipient and take reasonable steps to ensure that they do not breach the Privacy Act in relation to that personal information.

## **X. DISCLOSURES TO LAW ENFORCEMENT AND REGULATING AGENCIES**

Where we receive a request for personal information about one or more of our customers, employees, contractors, distributors, suppliers, vendors and other business partners and prospective employees and contractors from a law enforcement or regulating agency, and we determine that the request is legally valid and enforceable, we shall disclose that information to the law enforcement or regulating agency.

When this occurs, unless the request otherwise prohibits it, we will contact you as soon as practicable to seek your consent for the disclosure of your personal information and inform you of the law enforcement or regulating agency who made the request and the personal information to be provided in response to the request.

If we are not required to seek your consent prior to disclosure or if we are prohibited from informing you of the disclosure or it is not practical to obtain your consent, then we will comply with the relevant laws and your personal information may be disclosed without your consent and without notice to you.

## **XI. ACCESSING YOUR PERSONAL INFORMATION AND SEEKING CORRECTIONS**

You have the right to request a copy of the personal information we hold about you. To do so, please contact us by email at [[info@westforce.com.au](mailto:info@westforce.com.au)]. We may only be able to provide you with details of personal information we currently hold about you and not personal information we previously held.

We will not charge you for making a request to access your personal information. However, we may charge you a fee to cover the costs of providing access, including staff costs in searching for and retrieving the requested personal information, staff costs in reproducing and sending the personal information and costs of postage or materials in giving access.

You also have the right to request us to update, correct or delete your personal information. To do so, please contact us by email at [[info@westforce.com.au](mailto:info@westforce.com.au)].

## **XII. COMPLAINTS**

You have a right to complain about a suspected breach of the Australian Privacy Principles. If you have any concerns about the way in which your personal information has been handled by us, or believe that we have breached this privacy policy or our obligations under the Privacy Act, please contact us by email at [[info@westforce.com.au](mailto:info@westforce.com.au)].

We will review and respond to your complaint within a reasonable time period, generally within 30 days.

If we do not respond to your complaint to your full satisfaction, you can direct your complaint to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will usually only consider a complaint if you have first written to us and given us a reasonable chance to resolve the complaint.

Further information on your rights under the Privacy Act can be found at <https://www.oaic.gov.au/>.

## **XIII. GENERAL**

This privacy policy and your use of our website and our products and services are governed in all respects by the laws of the Commonwealth of Australia and the laws of the State of Western Australia. You agree to submit to the non-exclusive jurisdiction of the courts of the Commonwealth of Australia and the courts of the State of Western Australia.