

Document Owner:
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Approved By:
Danie Steenkamp

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ProReman Privacy Policy

A subsidiary of Epiroc

Our commitment

Your privacy is very important to ProReman and its related bodies corporate.

ProReman is a subsidiary and is part of the Epiroc Group. This policy relates only to ProReman. To view the privacy policies of other businesses in the Epiroc group, please visit their respective websites.

We are committed to complying with the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth). This policy sets out how we collect, hold, and handle your personal information ("information") in accordance with the Privacy Act 1988 (Cth) depending on our relationship with you.

The kinds of personal information we collect and hold

We may collect a range of personal information from you depending on the how we interact with you. The information we may collect and hold about you includes:

- Information that identifies you such as your name, contact details (such as address, email, phone number), employer and occupation
- Location information such as recording that you have visited one of our sites.
- Employment information
- Financial information such as credit card or bank account numbers

Depending on the circumstances, it may be reasonably necessary that we also collect the following types of information about you, including information that is regarded as sensitive such as:

- Specific details regarding your health information
- Information we are required by law to collect such as following an occupational health and safety incident.

We may also collect credit information about you, this information may include:

- information that identifies you such as your name, contact details, date of birth and driver's licence number
- the type and amount of credit you have applied for in your credit application
- a record of whether or not you have made monthly credit payments and when they were made
- a record of your credit payments being overdue
- if payments were overdue and you paid the amount, a record that the payment was made
- an Australian court judgment about your credit or a record relating to your bankruptcy or your entry into a debt agreement or personal insolvency agreement
- a record in relation to your activities in Australia and your credit worthiness
- a record of when a credit provider reasonably believes that there has been a serious credit infringement relating to your consumer credit
- a record of a credit provider asking a credit reporting body for information in relation to a credit application, including the type and amount of credit applied for
- information about your credit such as the name of the credit provider, the type of credit, the day on which the credit was entered into and terminated, the maximum amount of credit available
- if a credit provider gave a credit reporting body default information about you and your consumer credit contract is varied or replaced, a statement about this.

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When credit information is obtained from a credit reporting body or we derive information from it, it is known as credit eligibility information. This includes our summaries of what credit reporting bodies tell us and our credit score for you.

How we collect your information

We generally collect information directly from you unless it is unreasonable to do so. We will collect information when:

- You fill in a form including webforms, email us, complete an agreement with us, contact us with a query, submit to testing by us, use our equipment or attend our sites.
- Apply for employment with us
- Use online platforms or WiFi services.

We may also collect information indirectly from other alternative sources including:

- public resources or publicly available information
- third parties you have authorised to share information, former employers, educational institutions
- other third parties authorised to share your information.

We may also collect information from you online if you access our website. Our website contains a legal notice specifying the kinds of information that may be collected if you visit our website.

Sensitive information is collected directly with consent.

Cookies

In addition to the above methods of collection, we use cookies in our website and we may also use cookies in other software applications, that may be available to you. Cookies are small text files which are downloaded to your device when you use the Apps. Cookies are useful because they allow the Apps to recognise a repeat visitor of the Apps.

We may use cookies for various purposes including:

- To remember your preferences on our website;
- To help us understand how our website is used so we can better improve ease of use, functionalities and features;
- To analyse which areas of our website are visited and used most frequently;
- To measure and optimise our marketing effectiveness.

If you do not want us to deploy cookies in your device, you may be able to opt out by setting your device or rejecting all or some of the cookies.

Why we collect and hold and use information about you

We collect, use and disclose your information to enable us to conduct our business including:

- provide you with our products and services.
- Support procurement and onboarding to our sites and equipment and the sites and equipment of our customers or the sites and equipment of third parties who use our products and services as required by law.

If it is lawful and practical to do so, you may deal with us anonymously or using a pseudonym.

However, if you do not provide us with certain requested information then we may not be able to provide you with the products and services you have requested or provide you with access to our sites and equipment or those of our customers or other third parties.

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How we hold information about you and secure your information

We will store your information for as long as required for our business operations or as required by law. When we no longer require your information we will destroy, or de-identify it as required.

We store your information in electronic format, in facilities that we own or operate or that are owned and operated by our service providers.

We take reasonable steps to maintain the security of your information and to protect it from unauthorized disclosures. Such security processes include:

- Authorisation required to access information
- Secured and limited access
- Regular internal auditing of accesses
- We take reasonable security steps to protect your data such as but not limited to:
 - Not allowing any external parties access to our servers and data
 - Anonymizing data as necessary
 - Requesting permission before using personal data
- Personal information in hard copy is stored securely in locked cabinets with authorised access only.

When we disclose your information to a third party

We may disclose your information for any purpose for which you have given your consent, or to third parties as part of our business operations, which may include the following:

- to any person you appoint as your representative or to act on your behalf (such as your lawyer, administrator, auditor) or any person you appoint as a referee (such as a current or former employer) or to your guarantor or prospective guarantor as appropriate for the purpose for which they were appointed.
- Information technology services
- Human resources services
- Agency services where a third party sells products or services on our behalf
- Medical professionals, medical facilities or health authorities who assist us with the health information we collect
- Financial institutions and organisations that assist us with payments
- Government or regulatory bodies as required by law
- Organisations involved in debt collecting, including purchasers of debt
- Insurers, re-insurers, claim assessors, valuers and investigators
- Service providers who assist us with other internal administrative functions such as training staff; developing and marketing products and services; risk management; planning, research and statistical analysis, providing legal advice, auditing or other professional services
- Organisations that assist us with the re-organisation or transfer of assets or business
- Mailing houses and agencies who assist us communicate with you.

We may also disclose your information in investigating any fraud or crime, or any suspected fraud or crime, as required by law, regulation or any binding codes.

We may disclose your information to our global offices and third parties overseas and its subsidiaries for the purpose of us providing our products and services to you.

How you can access and correct your information

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You can contact us using the details below to access any of your information that we hold or if you would like to correct or update your information.

We will respond to your request for access within a reasonable period after the request is made and in the manner you request if it is reasonable and practicable.

We may not provide you with access to the information you requested where:

- we reasonably believe that doing so would pose a serious threat to life, health or safety
- there would be an unreasonable impact on the privacy of other individuals
- the request is frivolous or vexatious
- the information would not ordinarily be available in the course of legal proceedings
- it would prejudice negotiations with you
- it would be unlawful
- it would prejudice taking action against serious misconduct by you
- it would prejudice enforcement action by an enforcement body
- it would harm the confidentiality of our information in a commercially sensitive decision-making process
- if it would be unlawful or would be likely to harm the activities of a law enforcement body.

We can restrict what we give you if it would harm the confidentiality of our commercial information.

How you can correct or updates to your information

You can contact us to seek to correct information that we hold about you where that information is inaccurate, out of date, incomplete, irrelevant or misleading. We will take reasonable steps to correct the information we hold and information held by any third party to whom we disclosed the information. We will let you know in writing if we are unable to correct any information following a request by you.

Contact and complaints

If you wish to contact us in relation to your information or you wish to make a complaint in relation to your information and our application of the Australian Privacy Principles, you may do so by contacting us in writing at:

The ProReman HR Manager
ProReman Pty Ltd
9B Formation Street
Wacol QLD 4076 Australia
Email: dataprivacy@epiroc.com

We will investigate your complaint and provide you with a response usually within 30 days of your request. If it is likely to be longer than 30 days we will contact you and let you know.

If you are not satisfied with our response, you can raise your concern with the Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner
Address: GPO Box 5218 Sydney NSW 2001
Online: www.oaic.gov.au
Phone: 1300 363 992

Updating this policy

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We may need to change this policy from time to time. If we do so we will post the updated version on our website and it will apply to your information held by us at that time.