

PRIVACY STATEMENT

1 Your rights in relation to privacy

Mosdorfer Graph Pty Ltd ACN 169 585 246 (Mosdorfer Graph) understands the importance of protecting the privacy of personal information. This statement sets out how Mosdorfer Graph aims to protect the privacy of your personal information, your rights in relation to your personal information managed by Mosdorfer Graph and the way Mosdorfer Graph collects, holds, uses and discloses your personal information. In handling your personal information, Mosdorfer Graph will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and with the 13 Australian Privacy Principles in the Privacy Act. This policy statement may be updated from time to time.

2 What kinds of personal information does Mosdorfer Graph collect?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of its products and services, Mosdorfer Graph generally only collects personal information about an individual to the extent they are acting as the representative and contact person (whether in their capacity as director, employee, contractor or otherwise) on behalf of an entity with which Mosdorfer Graph has a commercial relationship.

If you are a representative of a customer, supplier or an entity with which Mosdorfer Graph has a commercial relationship, generally, the kinds of personal information Mosdorfer Graph collects about you include:

- ◆ your name and contact details such as telephone and fax numbers and email and postal addresses; and
- ◆ information about your role.

Mosdorfer Graph also collects personal information about you if you are applying for a role within Mosdorfer Graph including information about your skills, qualifications and employment history. If relevant to an assessment of whether you are able to perform the inherent requirements of the particular role, Mosdorfer Graph may also collect sensitive information such as health and/or criminal record information.

Mosdorfer Graph may also hold other personal information about you that you provide to Mosdorfer Graph.

3 How does Mosdorfer Graph collect personal information?

Generally, Mosdorfer Graph collects your personal information directly from you, through an interaction or exchange in person or by way of telephone, facsimile, email, post or through the use of the Mosdorfer Graph website. There may be occasions when Mosdorfer Graph collects your personal information from other sources such as from:

- ◆ the entity you represent, where necessary for Mosdorfer Graph to provide its products and/or services to that entity through you;
- ◆ an entity, or representative of that entity, nominated by you as a trade reference;
- ◆ an existing or potential customer or supplier, where they list you as a trade reference;
- ◆ an information services provider;
- ◆ a publicly maintained record or other publicly available sources of information; or
- ◆ an external recruitment or background screening services provider if for recruitment purposes.

Generally, Mosdorfer Graph will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you.

4 Why does Mosdorfer Graph need your personal information?

Mosdorfer Graph collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of:

- ◆ providing its products and services including the supply of insulators, line hardware fittings, conductor accessories, substation equipment and installation-related services;
- ◆ liaising with you as a representative of an entity with which Mosdorfer Graph has or intends to have a commercial relationship;
- ◆ establishing new points of contact with an existing or potential customer, supplier or other entity with which Mosdorfer Graph has or intends to have a commercial relationship;
- ◆ assessing whether Mosdorfer Graph will buy products or services from, or sell products or services to, a particular entity;
- ◆ accounting, billing and other internal administrative purposes; and
- ◆ assessing your application for employment with Mosdorfer Graph or otherwise for the purpose of engaging you as a contractor or consultant.

Mosdorfer Graph may also use your personal information for purposes related to the above purposes and for which you would reasonably expect Mosdorfer Graph to do so in the circumstances, or where you have consented or the use is otherwise in accordance with law.

Where personal information is used or disclosed, Mosdorfer Graph takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed. You are under no obligation to provide your personal information to Mosdorfer Graph. However, without certain information from you, Mosdorfer Graph may not be able to provide its products and/or services to you and/or the entity you represent.

5 To whom does Mosdorfer Graph disclose your personal information?

Mosdorfer Graph discloses your personal information for the purpose for which Mosdorfer Graph collects it. That is, generally, Mosdorfer Graph will only disclose your personal information for a purpose set out at paragraph 4. This may include disclosing your personal information to:

- ◆ third parties engaged to perform administrative or other business management functions;
- ◆ people or entities considering acquiring an interest in Mosdorfer Graph' enterprise or assets;
- ◆ Mosdorfer Graph' professional advisors, insurance providers, contractors, consultants and related bodies corporate; and
- ◆ regulatory bodies.

Mosdorfer Graph may also disclose your personal information with your consent or if disclosure is required or authorised by law.

6 Overseas disclosure

Mosdorfer Graph only operates in Australia. However, it may disclose personal information to its parent company in Austria and to its other group companies located overseas. While it is not practicable to list each and every country in which group companies may be located, to the extent Mosdorfer Graph discloses personal information to group companies located overseas, such recipients are most likely to be located in England or Thailand. If disclosing personal information to an overseas recipient, Mosdorfer Graph takes steps reasonable in the circumstances to ensure the overseas recipient complies with the Australian Privacy Principles or is bound by a substantially similar privacy scheme unless you consent to the overseas disclosure or it is otherwise required or permitted by law. If you have any queries or objections to such disclosures, please contact Mosdorfer Graph' Privacy Compliance Officer on the details set out in paragraph 10.

7 Direct marketing

Mosdorfer Graph may use and disclose your personal information in order to inform you of products and services that may be of interest to you or the entity you represent. In the event you do not wish to receive such communications, you can opt-out by contacting Mosdorfer Graph via the contact details set out in paragraph 10 or through any opt-out mechanism contained in a marketing communication to you.

8 Security of your personal information

Mosdorfer Graph takes steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. Mosdorfer Graph holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff and subject to password protection and other online security mechanisms.

Mosdorfer Graph will destroy or de-identify personal information in circumstances where it is no longer required, unless Mosdorfer Graph is otherwise required or authorised by law to retain the information.

9 Can you access and correct the personal information that Mosdorfer Graph holds about you?

Mosdorfer Graph takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to request access and/or correction of your personal information that is collected and held by Mosdorfer Graph. If at any time you would like to access or correct the personal information that Mosdorfer Graph holds about you, or you would like more information on Mosdorfer Graph' approach to privacy, please contact Mosdorfer Graph' Privacy Compliance Officer on the details set out in paragraph 10 below. Mosdorfer Graph will grant access, and correct personal information, to the extent required or authorised by the Privacy Act or other law. Upon making a request, you may be required to provide proof of identity and/or provide further details of your request. Mosdorfer Graph endeavours to respond to requests within 30 days and, if refusing your request, Mosdorfer Graph will notify you of the refusal in writing.

10 How to contact us

For further information or enquiries regarding your personal information, or if you would like to opt-out of receiving any promotional or marketing communications, please contact Mosdorfer Graph's Privacy Compliance Officer at sales@mosdorfergraph.com.au.

11 Privacy complaints

Please direct all privacy complaints to Mosdorfer Graph's Privacy Compliance Officer so that, if necessary, they can be appropriately investigated. Privacy complaints are treated seriously, promptly and confidentially and you will be notified of the outcome of your complaint. Complaints will not affect your existing obligations or commercial arrangements with Mosdorfer Graph.

In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.