



General Privacy Policy

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1. Introduction

CSE Global (Australia) Pty Ltd (CSE, us or we) considers the protection and privacy of information provided to us by our external stakeholders (Information) to be of extreme importance.

This Privacy Policy explains how we collect, use, store and disclose Information as required by the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth) (Australia), or the *Privacy Act 2020* (New Zealand) (Privacy Act).

This Privacy Policy covers all business entities of CSE, which are listed below:

- CSE Global (Australia) Pty Ltd
- CSE Uniserve Pty Ltd
- CSE Crosscom Pty Ltd
- CSE New Zealand Ltd
- RCS Telecommunications Pty Ltd

2. What Information We Collect

CSE collects and holds Information about customers, job applicants, staff members, contractors, suppliers and other parties (you) who come into contact with us during the course of business.

The Information we collect, and hold will include, but is not limited to:

- Name, address and other personal contact details
- Company name, address and other company contact details
- Names of company employees and other contact details where we need to communicate for business purposes
- Business and personal referees
- Credit Card details where transactions are made using credit card payment
- Bank account details where there is a need to transfer funds from CSE to a supplier or contractor
- Purchase history of customers
- Supply history of suppliers and contractors
- Credit rating and worthiness
- Organisational capability statements
- Organisational employee training matrices and certifications
- Employee qualifications
- Company compliance information – relating to relevant regulatory requirements during the course of business
- Your server address
- Your domain name
- The date and time of your visit to our website
- The pages viewed and information downloaded from our website
- The previous websites visited
- The type of internet browser used

3. How and Why We Collect Personal Information

Information is generally collected about you directly by way of forms and other documents provided to us by you including via the internet and social media, correspondence you may have provided to us and discussions you may have had with us.

CSE will collect and hold your Information for the following purposes (unless otherwise required or permitted by law):

- If you are a job applicant, this enables us to assess your suitability and/or engage with you and to assist with administering your employment contract and facilitating the payment of wages, salaries and entitlements
- To engage and set up a new customer, supplier or contractor within our Customer Relationship Management (CRM) system or Enterprise Resource Planning (ERP) system;
- To manage our relationship with you
- To facilitate the payment of debt we may have with suppliers and contractors
- To facilitate and manage the payment and recovery of amounts payable to us by you
- To respond to tenders and/or requests for quotes and information from our customers; and
- For other purposes which are reasonably necessary in connection with our business functions and activities

The collection of this Information enables CSE to provide the goods or services you require or to receive the goods or services you deliver and provides an avenue for us to develop and continue building business relationships with you.

4. How We Store Personal Information

CSE will store Information in hard-copy paper and electronic format. CSE has a number of procedures in place to protect the Information we hold from loss, misuse, interference and unauthorised access, modification, or disclosure.

These procedures include the access permissions of employees and information and communication technology data security channels.

We strive to ensure the security of the Information and we take steps to protect the Information from:

- Misuse, interference and loss
- Unauthorised access, modification or disclosure

We will review and update our physical and data security measures in light of current technologies. Unfortunately, no data transmissions over mobile data and communication services can be guaranteed to be totally secure.

For security purposes, the Information that we receive and/or provide to third parties will be encrypted.

We will do everything reasonably within our power and control to prevent unauthorised use or disclosure of the Information. However, we will not be held responsible for events arising from unauthorised use or access to the Information.

5. How To Access Your Information

If you wish to obtain access to your personal and/or organisational information that we hold, you may contact us using the contact details set out below in *Section 12*. If requesting copies of personal and/or

organisational information held by us, we will endeavour to provide you with the Information as soon as is reasonably practicable.

If you request access to your personal and/or organisational information, we will require you to verify your identity and specify what Information you require.

In the event the release of your personal and/or organisational information may have an unreasonable impact on the privacy of others or will result in CSE breaching other confidentiality matters, your request may be denied.

6. Quality and Accuracy of Information

While CSE endeavours to ensure that the personal and/or organisational information collected from you is up to date, accurate and complete, we rely that the personal and/or organisational information you have provided to us is free from errors and omissions.

You may request that we update or vary your personal and/or organisational information that we hold by using the contact details set out below in *Section 12*.

7. Disclosure of Information

CSE may disclose the Information to the following types of entities in relation with the purposes pursuant to *Section 3* above:

- Our Consultants and advisors
- Our Associates and related entities
- Our Contractors and Customers
- Marketing and data collection providers (worldwide) with your consent
- Industry bodies
- Tribunals and/or Courts when required by law
- In connection with any complaint made by you about us
- Referees for account or job applications
- Assessment of potential contracts between you and us
- Other entities with your consent

8. Marketing and Communications

CSE will not use your personal and/or organisational information for any marketing or communications purposes without your express written permission.

9. How Cookies are Managed

Cookies are small text files that are placed on your computer by websites you visit. Like many websites, they are widely used to assist websites work more efficiently, as well as to provide some information to the website owner.

Our website uses a variety of session-based cookies (or temporary cookies) and persistent cookies which allow us to review usage patterns and understand interests and behaviours as you browse our site to help us deliver a more personalised experience in the future. A session-based cookie only lasts

for as long as your browsing session and ends when you close your browser. A persistent cookie remains on your computer after you close your browser and will be found each time you visit the same website until you clear the cookie from your browser.

Cookies also record any experienced difficulties whilst using our site, and therefore assists us in improving functionality.

The use of cookies is now standard for most websites. To control the use of cookies, you can manage or block them through your browser, including removing cookies by deleting them from your 'browser history' (cache) when you leave the site.

CSE will only collect personal information if it is reasonably necessary for, or directly related to one or more of our functions or activities. If the information is sensitive personal information, we will only use it for the purpose for which you have provided it or is otherwise permitted under the Privacy Act. Any collection will be by lawful and fair means.

CSE websites use many of the Google Analytics suite which transmits website traffic data to Google servers that do not identify individual users or associate your IP address with any other data held by Google, but help us to understand website traffic and webpage usage.

Your consent to the processing of data about you by Google is located at www.google.com/policies/privacy/partners.

10. Complaints and Breaches

If you believe that CSE has breached the APPs, The Privacy Act, or any related privacy code in dealing with your personal and/or organisational information, you may lodge a complaint by writing to us using the contact details set out below in *Section 12*.

CSE will endeavour to respond to your communication as soon as reasonably practicable. Furthermore, CSE will confirm your communication and will provide you with the Information on how we propose to deal with your complaint.

If you are not satisfied with our response to your complaint, you may lodge a complaint with the Privacy Commissioner.

11. Policy Updates

CSE may vary and update the terms of this Privacy Policy from time to time. Any variation or update will be in relation to new laws, new technologies and changes in the way we operate our business and collect or use the Information.

12. Contact Information

You can direct any enquiries or complaints in relation to your privacy, the Information and this Privacy Policy by contacting:

The Group Commercial Manager

commercial@cse-australia.com

or

CSE Global (Australia) Pty Ltd

Level 3, 1050 Hay Street
WEST PERTH, WA 6005

Or Phone: 08 9204 8071

13. Anonymity and Pseudonyms

You have the option of not identifying yourself or using a pseudonym when dealing with CSE, unless we are required by law or a Court to deal with individuals who have identified themselves or it is impractical for us to deal with you if you have not identified yourself.