



CF Asia Pacific Group Privacy Policy

CF Asia Pacific Group Pty Ltd (ACN 127 851 263) and its related bodies corporate operating in Australia (CF Asia Pacific Group) respect the privacy of individuals. CF Asia Pacific Group is bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth) (the Privacy Act), as well as other applicable laws protecting privacy. Where appropriate, CF Asia Pacific Group will handle personal information relying on the employee records exemption and the related bodies corporate exemption in the Privacy Act.

CF Asia Pacific Group may modify or update its Privacy Policy from time to time by publishing it on the CF Asia Pacific Group website. CF Asia Pacific Group encourages individuals to check the CF Asia Pacific Group website periodically to ensure that they are aware of CF Asia Pacific Group's current Privacy Policy.

What personal information does CF Asia Pacific Group collect and why?

CF Asia Pacific Group collects the personal information it needs to provide services and information to customers, the community, for its business operations and to comply with the law. If an individual chooses not to provide certain personal information to CF Asia Pacific Group, CF Asia Pacific Group may not be able to provide the individual with the services or information he or she requires.

Generally, if appropriate, CF Asia Pacific Group will tell an individual why CF Asia Pacific Group is collecting personal information when CF Asia Pacific Group collects the information and how CF Asia Pacific Group plans to use the information or these things will be obvious when CF Asia Pacific Group collects the information.

The following are the main types of personal information collected by CF Asia Pacific Group and the main purposes for which they are collected.

To provide and improve CF Asia Pacific Group's services and facilities

CF Asia Pacific Group may collect information about an individual such as his or her name and contact details and about his or her organisation's use of CF Asia Pacific Group's services. CF Asia Pacific Group may use this information to supply its services, collect information about usage of its services and to provide individuals with further information about CF Asia Pacific Group's services.

To comply with the law

CF Asia Pacific Group may also collect information about an individual as required or permitted by law (for example, the Rail Safety National Law as adopted in the relevant jurisdictions). Depending on the roles of our employees or contractors, this may include information regarding the results of drug and alcohol testing and related health information.

To assist with queries

An individual may also choose to provide CF Asia Pacific Group with his or her name or other contact details when he or she calls CF Asia Pacific Group by phone, writes to CF Asia Pacific Group or contacts CF Asia Pacific Group using its website so that CF Asia Pacific Group can respond to requests for information about its services.

As part of CF Asia Pacific Group's general business operations

CF Asia Pacific Group also collects personal information about individuals who are, or are employed by, CF Asia Pacific Group's suppliers (including service and content providers), contractors, dealers, related companies, agents and corporate customers.

Job applicants

When an individual applies for a job or contract with CF Asia Pacific Group, CF Asia Pacific Group may collect certain information from the individual (including his or her name and contact details, information about his or her working history and relevant records checks), from any recruitment consultant and from the individual's previous employers and others who may be able to provide information to CF Asia Pacific Group to assist CF Asia Pacific Group in its decision on whether or not to make the individual an offer of employment or engage the individual under a contract. This may include data from psychometric testing and other medical and background checks.

Employees and contractors

CF Asia Pacific Group collects personal information from its employees including contact details, photo identification, payroll and next-of-kin information. It also collects relevant medical records and records of drug and alcohol testing that is carried out pursuant to CF Asia Pacific Group's internal testing policy (as amended from time to time) or any relevant laws or regulations. This Privacy Policy may not apply to certain acts and practices in relation to employee records, including those noted above, of CF Asia Pacific Group's current and former employees, which are exempt from the Privacy Act.

How does CF Asia Pacific Group use personal information?

CF Asia Pacific Group generally uses and discloses personal information for the purposes for which it was collected, in order to provide CF Asia Pacific Group's services, or otherwise as required or authorised by law. For example, when an individual sends CF Asia Pacific Group a query, CF Asia Pacific Group will use the individual's personal information for the purposes for which the individual provided it.

When CF Asia Pacific Group collects personal information, it may sometimes also use that information in connection with market data analysis so that CF Asia Pacific Group can continue to deliver enhanced services and facilities. As part of conducting CF Asia Pacific Group's business, personal information may also be used to maintain and develop CF Asia Pacific Group's business systems, including testing and upgrading them.

If an individual has agreed or asked CF Asia Pacific Group to do so, CF Asia Pacific Group may also use that individual's personal information to keep the individual up to date with information about CF Asia Pacific Group's services and facilities. If the individual does not want CF Asia Pacific Group to use the individual's personal information in this way or to be sent any further information, the individual can always let CF Asia Pacific Group know by contacting CF Asia Pacific Group using the contact details given below.

Disclosing personal information

For the purposes described in this policy, CF Asia Pacific Group may disclose personal information to other parties in connection with the operation and administration of its business including:

- to any of CF Asia Pacific Group's related bodies corporate (including information in relation to employees' records);
- to CF Asia Pacific Group's suppliers, contractors and service providers, professional advisers, dealers and agents;

- to government agencies or individuals appointed by a government responsible for the oversight of the industry, for example the Office of the National Rail Safety Regulator;
- to anyone to whom CF Asia Pacific Group's assets or business (or any part of it) is transferred;
- where an individual to whom the personal information relates has otherwise consented; or
- as otherwise required or authorised by law.

Some of the entities or persons to which CF Asia Pacific Group may disclose personal information (as referred to above) may be located in countries outside of Australia including the United States and Japan.

Cookies and IP address tracking

The CF Asia Pacific Group website may use cookies for site administration purposes. If for any reason an individual wishes not to take advantage of cookies, the individual may have his or her browser not accept them, although this may disable or render unusable some of the features of the CF Asia Pacific Group website.

CF Asia Pacific Group's website may also detect and use an individual's IP address or domain name for internal traffic monitoring and capacity purposes or to otherwise administer the website. No personal information is obtained; rather the patterns of usage of visitors to the website may be tracked for the purposes of providing improved service and content based on aggregate or statistical review of user site traffic patterns.

Security

CF Asia Pacific Group implements a number of physical and electronic measures to protect personal information. Please note, however, that the internet is not a secure environment and although all care is taken, CF Asia Pacific Group cannot guarantee the security of information provided to it via electronic means.

Links to other sites

The CF Asia Pacific Group website may contain links to other websites. CF Asia Pacific Group is not responsible for the privacy practices or the content of such other websites. The privacy policies applicable to such other websites may differ substantially from this Privacy Policy so CF Asia Pacific Group advises individuals to read them before using those websites. CF Asia Pacific Group will not be liable for any use of those websites.

Access and correction and complaints handling

An individual has a right to, and CF Asia Pacific Group will provide that individual with, access to most personal information that CF Asia Pacific Group has about that individual within a reasonable period of time following a request for access. In some circumstances it may not be possible for CF Asia Pacific Group to provide the individual with all of his or her personal information. Where this is the case, CF Asia Pacific Group will tell the individual why.

When an individual requests access to their personal information, CF Asia Pacific Group may need to take measures to verify the individual's identity. If an individual thinks that any personal information CF Asia Pacific Group holds about him or her is inaccurate, the individual may contact CF Asia Pacific Group and CF Asia Pacific Group will take reasonable steps to ensure that the information is corrected.

If an individual wishes to make a complaint about the way CF Asia Pacific Group has handled his or her personal information (including if the individual thinks CF Asia Pacific Group has breached the Privacy Act) the individual may contact CF Asia Pacific Group via the contact details set out at the end of this Privacy



Policy. If a complaint is made, please include contact details such as email address, name, address and telephone number and clearly describe the complaint. CF Asia Pacific Group will investigate the complaint and respond within a reasonable period of time. If the complainant considers that CF Asia Pacific Group has failed to resolve the complaint satisfactorily, CF Asia Pacific Group will provide further information to the complainant about the options for resolving the complaint.

For access and correction enquiries and complaints, please contact CF Asia Pacific Group using the contact details provided below.

Further information

For further information about CF Asia Pacific Group's privacy policies or practices please contact CF Asia Pacific Group:

privacy@cfasiapacific.com.au

02 8965 0000

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