

### Introduction

This is the Privacy Policy of Latrobe Valley Power (Holdings) Pty Ltd (ABN 57 621 363 102) and its subsidiaries, known as Loy Yang B (LYB) ("we/us"). It describes how we manage your personal information and comply with our privacy obligations in the Privacy Act 1988 (Cth) (the "Privacy Act").

We may modify this Privacy Policy from time to time. If we do, we will post the updated Privacy Policy on our website.

### Types of personal information we collect

#### If you do business or have other dealings with us

*If you, or your employer, does business with us or has other dealings with us, we collect information about you to facilitate those arrangements. This information may include your name, position, contact details, and any other information you provide. For security reasons, we may collect your contact details and take your photograph when you sign into our office or site locations. We may also retain your health information, such as when you undergo drug or alcohol testing on site.*

#### If you are an employee or applicant

*If you are an employee or a job applicant, we collect information about you to administer your employment or process your application. This may include qualification and identification information, residency / visa status information, medical records and health information, psychological testing results and results from records checks. If you are offered a position, we may also collect details such as your tax file number, bank account number, superannuation and where you provide the details to us, your union membership details.*

### How we collect personal information

#### Directly from you

In many instances, we collect personal information directly from you. For example,

- if you use our registration system to visit our offices and site location;
- if you work with us or apply for a job with us;
- if you engage with us regarding our activities as a member of the public.

#### From other third parties

When you apply for a job or position with us, we may collect information about you from any recruitment consultant, your previous employers, referees, CV checking agencies or others who may be able to provide information to assist us with our decision.

#### Through other means

We may collect personal information about you through other means, for example:

- from your representatives (e.g. employer or contractor agency); and
- from publicly available sources.

### Why we collect, use and disclose personal information

We collect, hold, use and share your personal information for our business operations and activities, for example:

- to facilitate the provision of a safe working environment to provide energy and related services to our customers;
- to facilitate site access;
- to communicate with you and to keep you updated regarding our activities;
- to facilitate payments to you
- to respond to your enquiries and resolve complaints and disputes; and
- to comply with our regulatory obligations, report to regulators and authorities and assess our legal compliance (including through external audits).

### Who we disclose personal information to

We may disclose your personal information for the purposes described in this Policy to:

- our employees and related bodies corporate;
- our service providers who assist us by, for example, providing IT services, back-office management services and onboarding services;
- CV checking agencies (if you have applied for a position with us);
- financial institutions and payment system operators (including merchants) so that we can pay our suppliers;
- our insurance brokers, providers, and consultants;
- our professional advisers, dealers and agents (including independent auditors, legal and tax advisers);
- LYB's medical advisor for the purpose of reviewing your pre-employment medical test;
- LYB's medical advisor for the purpose of reviewing your ongoing health during your employment with LYB;
- prior employers (with your consent) for the purpose of obtaining references;
- bodies to whom you, as an employee, have requested LYB to remit payments as a salary deduction (with your consent);
- state and federal government agencies;
- regulatory bodies and law enforcement agencies (e.g. the Energy Ombudsman and the Australian Energy Market Operator); and
- other persons as required or permitted by law.

We take reasonable measures to ensure that the parties we share your information with are bound by confidentiality and privacy obligations.

### Using our website and cookies

We may collect personal information about you when you use and access our website (for example, when you submit an enquiry or online form, or download a document on our website).

Our website includes pages that use cookies which are small amounts of data sent by our website and other third parties and stored on your computer's hard drive. This allows our servers to recognise your computer when you visit our website in the future. Although cookies are used to collect data about your browser type, the operating system you are using, the web page you visited, your internet service provider and your state location, LYB does not use this data to identify you personally.

Our website also uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics also uses cookies. Although these cookies do not identify you personally, they allow information about your use of our website (including your IP address and device ID) to be transmitted to Google. For more information, please see Google's site "How Google uses data when you use our partners' sites or apps", located at [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). By using our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. If you refuse the use of cookies in this way you may not be able to access the full functionality of our website. Please refer to your internet browser's instructions or help screens to learn more about these functions.

To assess the effectiveness of our website design and layout, as well as monitor traffic to the website, we may contract with third parties to collect statistical data. However, no personal information is collected during this process.

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices

of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from this Policy, so we encourage individuals to read them before using those websites.

### Security

We generally hold personal information in our electronic databases but also store personal information in hard copy form and in various third-party databases and platforms.

We are committed to the security of your personal information and take reasonable steps to protect your personal information from misuse, interference, and loss, as well as unauthorised access, modification or disclosure. We use a number of physical, administrative, personnel and technical measures to protect your personal information. Examples of the measures we have implemented to protect your personal information include:

- implementing internal processes and policies in relation to the collection, use and secure storage of personal information and educating our personnel in relation to these obligations;
- using secure networks or encryption when transmitting electronic customer data and personal information;
- using ID cards, cameras and sign in procedures to prevent unauthorised access to our offices and site; and
- requiring the third parties we engage to take adequate security measures and handle your personal information in a manner consistent with the Privacy Act.

### Requests to access personal information

You can request access to the personal information that we hold about you at any time by contacting us using the details at the end of this Policy.

We will respond within a reasonable period of

receiving your request. Where possible, we will provide you with a copy or details of your personal information in the manner requested.

Sometimes we may be unable to provide you with access to all of your personal information. Where this is the case, we will tell you why.

### Requests to correct personal information

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete, up to date and relevant. If you believe the personal information that we hold about you is inaccurate, incomplete or outdated, please contact us using the details at the end of this Policy. We will respond within a reasonable period of receiving your request.

If we refuse your correction request, we will tell you why.

### Privacy complaints

If you believe that we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, we encourage you to contact us using the details at the end of this Policy.

Please include your name, email address and/or telephone number and clearly describe your complaint. We will respond within a reasonable period of receiving your complaint.

If you are dissatisfied with the handling of your complaint, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC). For further information regarding how to make a complaint to the OAIC, you can visit [oaic.gov.au/privacy/making-a-privacy-complaint](http://oaic.gov.au/privacy/making-a-privacy-complaint).

### How to contact us

By telephoning: (03) 5177 2000

By email to: [contactus@loyyangb.com](mailto:contactus@loyyangb.com)

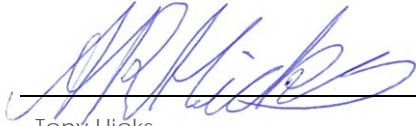
By writing to: Human Resources Manager

LYB Operation & Maintenance Loy Yang Pty Ltd

Bartons Lane  
Traralgon Vic 3844

Locked Bag 2500  
Traralgon Vic 3844

Or at



Tony Hicks

General Manager, Loy Yang B

Approved: 19/02/2021

Review Date: 12/02/2023