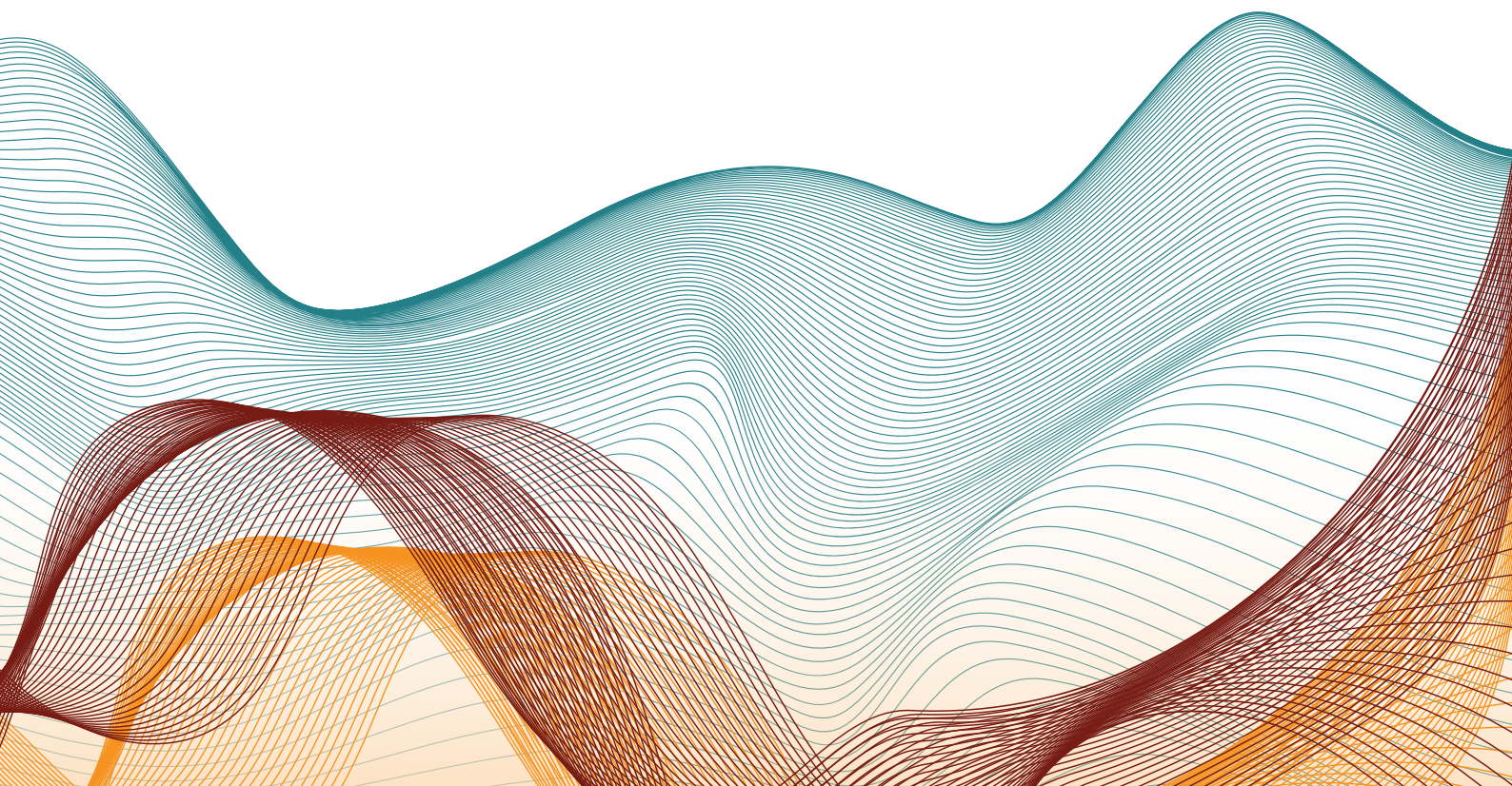
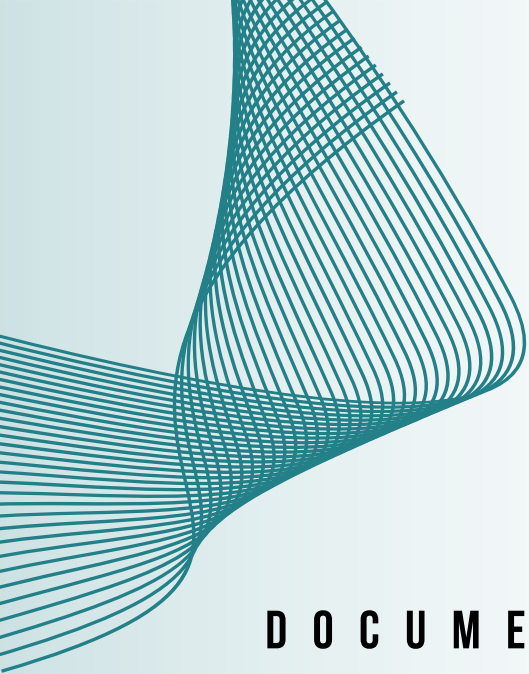


P R I V A C Y
P O L I C Y
V1.0

PILBARA ISOCO LIMITED
ACN 650 785 783





DOCUMENT VERSION CONTROL

Document Name	Privacy Policy
Related Documents	Privacy Collection Statement Website Terms of Use
Original date of authorisation	9 December 2024
Authorised by	The Board

CHANGE HISTORY

Revision #	Date of authorisation of revision	Revision authorised by

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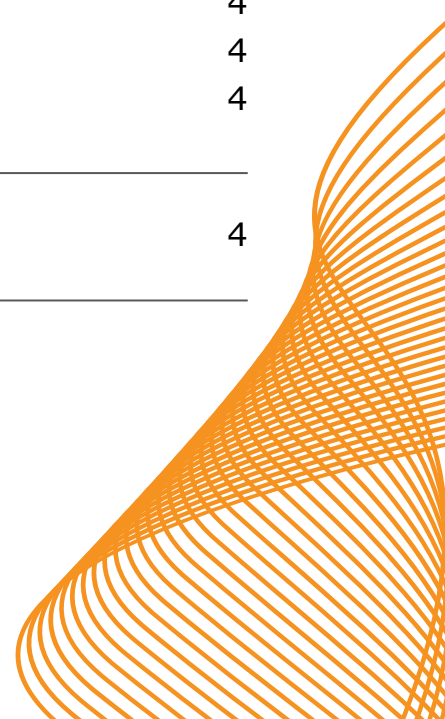
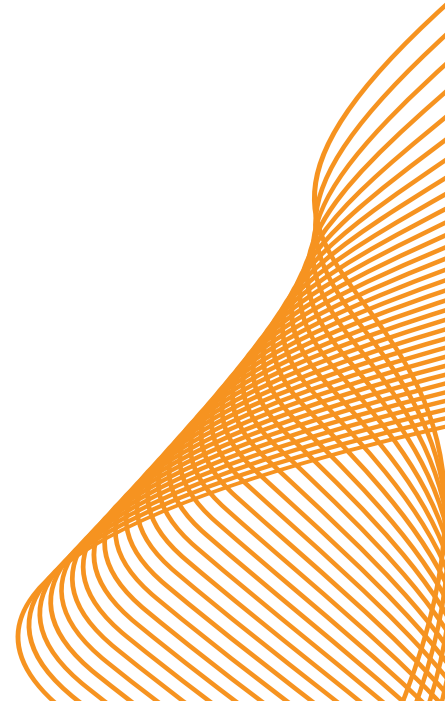


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Privacy Policy

1. Introduction

This is the Privacy Policy of **Pilbara ISOCO Limited** (ACN 650 758 783) of Level 5, 216 St Georges Terrace, Perth WA 6000, (which may be described as "Pilbara ISOCO", "ISO", "we", "us" and "our").

Pilbara ISOCO collects, holds, uses and discloses personal information to carry out our functions or activities and to comply with our obligations under the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs).

The Privacy Act defines "personal information" as:

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

(a) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not."

This policy explains how and why we collect, use, hold and disclose your personal information and should be read in conjunction with our Privacy Collection Statement and Website Terms of Use. *You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.*

2. Definitions

Contractors	means any third-party engaged by Pilbara ISOCO and includes consultants, agents, advisors, suppliers and service providers.
Cookies	means a small text file that the Website may place on your device to store information for record-keeping purposes and to enhance functionality.
Government Body	means any government or regulatory agency, office, commissioner, ombudsman or body with jurisdiction over Pilbara ISOCO.
PNR	means the Pilbara Networks Rules 2023 (and any associated law).
PNR Register	means the information required to be listed in a register and made publicly available (including on our Website) as required under the PNR and includes the name, email address and telephone number of the Representative of each registered Rules Participant.
Representative of Rules Participant	means any contact person for a Rules Participant.
Rules Participant	means people to whom the PNR confer a function or a benefit, as defined in the PNR.
Website	refers to www.pilbaraisoco.com.au .

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3. How do we collect personal information?

3.1 Direct and indirect collection

In most circumstances, Pilbara ISOC Co collects personal information directly from you, for example, when you call or email us, visit our Website or when you apply to engage or engage our functions.

However, we may also collect information about you from other third parties such as Rules Participants, Government Bodies, Contractors, your employer/colleagues or other authorised representatives. Please note, we will only collect personal information from third parties where necessary to carry out our functions or activities.

If we receive your personal information from you or a third-party which we did not solicit, we will determine whether we are permitted to collect the information in accordance with the Privacy Act. If we determine that we are not permitted to collect that personal information, we will, as soon as practicable, lawfully destroy the information or ensure that it is de-identified.

We may also collect personal information about you from publicly available sources to enable us to contact stakeholders who may be interested in our business or in participating in our consultations.

3.2 Website collection

We may collect information about how you access, use and interact with our Website. The main purpose of collecting your data in this way is to improve your experience when using our Website.

We use Cookies on our Website. Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have Cookies placed on your computer, please set your browser preferences to reject all Cookies before accessing our Website.

For more information about using our Website, please refer to the Website Terms of Use.

4. What personal information do we collect?

The types of personal information we collect depends on how and why you are engaging with us.

The main types of personal information we collect is your **contact information**, for example your name, email address, telephone number, employer contact details.

For Representatives of Rules Participants, industry bodies, stakeholders and/or Government Bodies, we may also collect information to facilitate your business/professional engagement with us.

For Contractors, employees or job applicants, we may also collect your:

- (a) personal details (e.g. date of birth, identification, residency/visa information);
- (b) work-related information (e.g. work experience, qualifications, skills, performance or conduct, references); and
- (c) financial details (e.g. taxation, banking and superannuation details).

We do not collect sensitive information (e.g. information about an individual's health, race or ethnicity, political persuasion, religious beliefs, sexual orientation and criminal record).

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5. Anonymity and pseudonymity

When interacting with us, you may choose to remain anonymous or to use a pseudonym. However, in some circumstances, it may not be possible for us to properly provide a service without the knowledge of your identity.

6. Why do we collect, use and disclose personal information?

Pilbara ISOCO collects, holds, uses and discloses personal information for the following circumstances:

- (a) to pursue our business functions and activities (including regulatory functions under the PNR and Electricity Industry Act 2004,);
- (b) where you have provided your express consent or your consent may be reasonably inferred from the circumstances; or
- (c) as required or authorised under law or court/tribunal order.

We will only link personal information across our business processes as you would reasonably expect.

We may disclose your personal information to certain third parties (such as the Rules Participants, Government Bodies, stakeholders, or our employees and directors) where the use or disclosure is directly related to the reason you engaged us.

Common situations in which we use and disclose personal information are detailed below:

- (a) in relation to the operation of the Pilbara electricity networks:
 - (i) manage stakeholder requests and communications;
 - (ii) maintain and publish the PNR Register, stakeholder consultations, reports, notices and other records (to comply with applicable legal and regulatory requirements);
 - (iii) communicate with, and facilitate the functions of, Rules Participants, stakeholders and Government Bodies;
- (b) in relation to the administration and management of our general business, operational and financial activities:
 - (i) to engage Contractors to perform services for us or on our behalf;
 - (ii) to undertake human resources activities;
 - (iii) to handle complaints/incidents and quality assurance procedures;
 - (iv) for the administration and management of general business, operational and financial activities;
 - (v) for Website management and other marketing and business development activities.
- (c) We will never commercialise or sell your personal information. However, if ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

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6.1 Overseas disclosure

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by Law.

7. How do we hold and secure personal information?

7.1 Storage and security

We store information about you in computer systems and databases operated by either us or our external service providers.

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure. Some of the security measures we use include:

- (a) maintaining up-to-date, robust and clear information security policies and procedures;
- (b) ensuring personal information held is correct, current and relevant;
- (c) using anti-virus protections and updates for operating systems and hardware;
- (d) destroying or de-identifying personal information once we no longer require for the purposes it was collected or otherwise required under law.

7.2 Data breach incidents

In the event personal information held by us is subject to a suspected or actual data breach (i.e. where personal information is accessed or disclosed without authorisation or is lost), we will take immediate action to contain, assess and remediate the breach in accordance with the Privacy Act.

Should we determine that a data breach is likely to cause serious harm to an individual to whom the relevant information relates, we will promptly notify the individual and the Office of the Australian Information Commissioner about the breach (unless the Law requires or authorises otherwise).

7.3 Quality of personal information

We ensure the personal information we collect and hold is accurate, up-to-date and complete by:

- (a) recording information in a consistent format;
- (b) where necessary, confirming the accuracy of information we collect from a third party or a public source;
- (c) promptly adding updated or new personal information to existing records; and
- (d) regularly auditing our contact lists to check their accuracy.

8. How can you correct or access personal information?

Any records created by us are owned by us. However, you have the right to request that we make corrections, or provide you with access, to information within our records that reasonably identifies you.

Requests for access to personal information should be made in writing using the contact details located at paragraph 9 (below), and should set out:

- (a) requestor's contact details (including whether the personal information relates to the requestor or another authorised person);
- (b) the subject of the request; and
- (c) reasons for the request.

We will progress a request for correction or access to information, providing:

- (a) we are satisfied that the request is made by the person to whom the information relates (or by another person who is authorised to make a request on their behalf); and
- (b) we can verify the identity of the requestor.

Within a reasonable period (usually 30 days from the date of the request), we contact you to confirm whether we agree or refuse to correct or give access to personal information. We will only refuse a request to correct or access personal information in accordance with our obligations under the Privacy Act or other applicable law.

For requests to access information, we may charge reasonable fees to cover any costs associated with providing you with the information requested, including third-party costs such as postage costs. The fees will be determined on a case-by-case basis and we will inform you of the estimated fees before they are incurred. We will not charge fees for requests for the correction of information.

9. How can you make a complaint about our privacy practices?

If you have a complaint about our privacy practices or the way in which we have handled any privacy issue, please contact us in writing using the contact details set out below.

We will consider your complaint and determine whether it requires further investigation.

Within a reasonable period of time (usually 30 days), we will notify you of the outcome of this investigation and any subsequent internal investigation.

If you are unsatisfied with the way we have handled a privacy issue or your complaint, the following steps may be available to you:

- (a) seek specialist independent advice;
- (b) contact the Office of the Australian Information Commissioner at www.oaic.gov.au; or
- (c) contact the Economic Regulation Authority at www.erawa.com.au.

10. How can you contact us?

For further information about our privacy practices, to access or correct your personal information or to make a complaint, please contact us on:

Email: info@pilbaraisoco.com.au

Address: Pilbara ISOCO, Level 5, 216 St Georges Terrace, Perth WA 6000

11. Updates to this policy

This policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on our Website.

