

ACEREZ PRIVACY POLICY

Policy Statement

ACEREZ, a partnership of ACCIONA, COBRA and Endeavour Energy, and its related bodies corporate recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information, including when you use our website at www.acerez.com.au.

We respect your right to privacy under the Privacy Act 1988 (Cth) (Privacy Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

1. WHAT IS YOUR PERSONAL INFORMATION?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and passport number. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

We may collect sensitive information from you, and if we do so, we will do so in accordance with the Privacy Act. When used in this privacy policy, the term "sensitive information" has the meaning given to it in the Privacy Act. This may include information about your racial or ethnic origin, financial details, political opinions, socio economic status, political associations, memberships of any professional or trade associations, membership of trade unions, criminal records or health information.

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We may collect the following types of personal information, depending on your interaction with us:

- Name, date of birth and other identification details (for example as part of a job vacancy or specific programme);
- contact details such as mailing or street address (including country), email address or telephone number;
- details of your employment;
- financial information about you, such as your income details and bank account;

- any additional information that you chose to provide to us directly through our website;
- details of the services that you acquire from us, together with any additional information necessary to complete the purchase transactions and to respond to your enquiries; and
- any additional information relating to you that you provide to us through use of our websites or online presence, or through our representatives or during visits to our premises.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous or aggregated information using web tracking technologies about how users use our website.

3. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

Generally, we collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- through your access and use of our website;
- during conversations and correspondences between you and our representatives; or
- when you complete a job application, scholarship or specific program.

To the extent permitted by law, we may also collect personal information from third parties including from third party companies such as credit reporting agencies, law enforcement agencies and other government entities. Otherwise, we do not generally collect personal information from third parties.

4. COOKIES AND OTHER TRACKING TECHNOLOGIES

In some cases, we may also collect your personal information using cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register or login to website channels. Cookies also enable us to keep track of web pages and services that you view so that, if you consent, we can send you news and updates relating to your interests. We also use cookies to measure and analyse traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users’ habits so that we can improve our online products and services. If you do not wish to receive cookies, you can

set your browser so that your computer does not accept them. Please note that some services or features of our website will not function so well if cookies are disabled.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users' movements, and gather broad demographic information.

5. WHAT HAPPENS IF WE CAN'T COLLECT YOUR PERSONAL INFORMATION?

If you do not provide us with the personal information described above, some or all the following may happen:

- we may not be able to provide the requested website channels to you, either to the same standard or at all, or some features may not function properly;
- we may not be able to provide you with information about our services that you may want, including information about new developments; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

You are never required to provide us with sensitive information to be able to use our website portals.

6. FOR WHAT PURPOSES DO WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION?

We collect personal information about you so that we can perform our business activities and functions and to provide the best possible customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to facilitate interaction between users of our website and services to you and to send communications requested by you;
- for the purposes of corresponding with you over your query;
- to answer enquiries and provide information or advice about our services and projects and manage commercial relationships;
- to provide information about events organised or sponsored by us or which we participate in;
- to assess the performance of the website and to improve the operation of the website;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing and advertising), planning, product or service development, quality control and research

purposes of ACEREZ, its related bodies corporate, contractors or service providers;

- to provide your updated personal information to our related bodies corporate, contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;
- to generate statistics and derive insights from our data; and
- to comply with any law, rule, regulation, lawful and binding determination, decision, or direction of a regulator, or in co-operation with any governmental authority of any country.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

7. TO WHOM MAY WE DISCLOSE YOUR INFORMATION?

We may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, data entry service providers, electronic network administrators, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
- government organisations or related bodies; and
- any organisation for any authorised purpose with your express consent or where required by law.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia).

8. HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL INFORMATION?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge for simply

making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality or giving access is unlawful. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete, or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

9. WHAT IS THE PROCESS FOR COMPLAINING ABOUT A BREACH OF PRIVACY?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the complaint. Privacy complaints should be directed to us using the contact details below. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will inform you whether we will conduct an investigation, the name, title, and contact details of the investigating officer and the estimated completion date for the investigation process.

After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.

If you are not satisfied with the way your privacy-related complaint is handled by us, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC). Details of how to lodge a complaint with the OAIC may be found at www.oaic.gov.au or by calling 1300 363 992.

10. DO WE DISCLOSE YOUR PERSONAL INFORMATION TO ANYONE OUTSIDE AUSTRALIA?

We may disclose personal information to our related bodies corporate and third-party suppliers and service providers located overseas for some of the purposes listed above. Our IT systems that host our data (which may include your personal information) may also reside outside Australia.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

We may disclose your personal information to entities located outside of Australia, including the following:

- our related bodies corporate, located in Spain, Canada, Mexico, Chile, Brazil, Middle East and Norway; and
- our data hosting and other IT service providers, located in Spain.

11. HOW WE PROTECT INFORMATION

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

Our security measures include:

- role based access control to our ICT systems;
- locked cabinets for storage of physical records containing personal information;
- regular security vulnerability and penetration reviews and tests;
- approach level of security training for technology staff and the broader business;
- identity and access management processes and controls to key systems and information; and
- external penetration testing of all systems holding sensitive data.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

12. RETAINING PERSONAL INFORMATION

We retain personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by applicable law. Please note that we often need to retain certain data for record-keeping purposes. In addition, there may be certain data that we may not allow you to review for legal, security or other reasons.

13. LINKS

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing you about their own privacy practices.

14. CONTACTING US

If you have any questions about this Privacy Policy, any concerns, or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or use the details set out below. We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Please contact us:

ACEREZ

Post: Level 6, 1 York Street, Sydney 2000

Tel: 1800 298 379

Email: cwo.community@acerez-acjv.com.au

15. CHANGES TO OUR PRIVACY POLICY

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. Please review it regularly.

This privacy policy was last updated on 13 December 2024.