

# Altora Ag Pty Ltd – Privacy Policy

## 1. About this Privacy Policy

Altora Ag Pty Ltd, ACN 003 514 421 (Altora Ag, we, us or our) is committed to protecting personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)

## 2. Scope and related entities

This Privacy Policy explains what kinds of personal information we collect, how we collect, use, disclose and protect it, and the choices and rights available to individuals. It applies to Altora Ag and to any related entities that adopt this Privacy Policy. Related entities may maintain additional notices where required for their operations.

## 3. Key terms

“Personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in material form or not. Sensitive information includes health information and other categories defined in the Privacy Act.

## 4. The information we collect

The personal information we collect depends on your relationship with us and how you interact with our services. It may include:

- identity and contact details (name, address, email, phone)
- date of birth and identification information (e.g., driver licence details)
- employment and engagement information (e.g., resume, qualifications, right to work, background checks authorised by you)
- financial information (e.g., bank account details for payments)
- transaction and account information relating to our products and services
- operational safety information (e.g., incident reports, drug and alcohol testing results where lawful and necessary)
- CCTV and in-vehicle camera footage and photographs collected at our sites and in our vehicles, where signposted
- geolocation and telematics data generated by devices or vehicles used in our operations, where enabled
- online identifiers, logs and analytics data from our websites and apps (see section 8)
- any other information you choose to provide to us in connection with our business activities.

We only collect sensitive information (including health information) where reasonably necessary for our functions or activities and with your consent, or as otherwise permitted or required by law (for example, work health and safety obligations).

We collect this personal information about our clients, our suppliers and contractors and their representatives, employees and job applicants, and others who interact with us, depending on their relationship and interactions with us.

In most cases, if you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, or if we do not or are unable to collect the personal information we require, we may not be able to provide you with requested information, products, or services, or to effectively conduct our relationship with you.

## **5. How we collect personal information**

We collect personal information directly from you wherever reasonable and practicable, including when you purchase or use our products and services, interact with our websites or apps, visit our premises, provide us goods or services, participate in our recruitment activities, or communicate with us by phone, email or online.

We may also collect information from third parties where permitted, such as your nominated referees, service providers, insurers, health professionals engaged for fitness-for-work assessments, publicly available sources, government or regulatory bodies, and our related entities. Where we receive personal information about you from another source, we will handle it in accordance with this Privacy Policy and applicable law.

## **6. Why we collect, use and disclose personal information**

We handle personal information to operate, support and improve our business, including:

- provide, maintain and support our products and services
- identify you, communicate with you and manage our relationship
- process payments and manage accounts
- support safety, quality and compliance across our operations
- conduct research, service and product improvement
- market our products and services (you may opt out at any time – see section 7)
- recruit, employ and manage personnel
- detect, prevent and investigate fraud, security incidents and misuse
- comply with laws, regulatory requirements and directions
- and as otherwise permitted by law.

## **7. Direct marketing and your choices**

We may send you information about our products and services, or those of our related entities, by email, SMS or other channels in accordance with applicable laws. You can opt out at any time by using the unsubscribe mechanism in our messages or by contacting us as set out below.

## **8. Cookies, analytics and online activity**

We use cookies and similar technologies to operate and improve our websites and services, understand usage and tailor content. We may use analytics services (for example, Google Analytics) to help us analyse website traffic and usage. You can control cookies through your browser settings; however, some features may not function properly if you disable cookies.

If you do not want your website visit data reported by Google Analytics, you can install the Google Analytics opt-out browser add-on. For more details on installing and uninstalling the add-on, please visit the Google Analytics opt-out page at <https://tools.google.com/dlpage/gaoptout>.

## **9. Disclosures to third parties and cross-border disclosures**

We may disclose personal information in connection with the purposes described in this Privacy Policy to: our related entities; service providers (for example, IT, cloud hosting, analytics, support, payroll, audit, legal and insurance); business partners; referees and background check providers (with your consent); regulators and law enforcement (as authorised or required by law); and parties to actual or potential corporate transactions involving our business or assets (subject to appropriate safeguards).

Some recipients may be located outside Australia, including in Canada and the USA. Where we disclose personal information overseas, we will take reasonable steps to ensure the recipient will handle the information in a way that is consistent with the APPs, which may include using countries on the Australian Government's adequacy ('whitelist') for overseas disclosures when available, and/or entering into appropriate contractual and technical safeguards.

## **10. Security of personal information**

We implement technical and organisational measures appropriate to the risks, including access controls, encryption in transit and at rest where appropriate, network security, multi-factor authentication, logging and monitoring, secure software development and change management, vulnerability and patch management, training and awareness, vendor due diligence, backup and recovery, and regular testing of our security controls.

## **11. Retention and deletion**

We retain personal information only for as long as needed for the purposes described in this Privacy Policy or as required by law

## **12. Access and correction**

You may request access to, or correction of, personal information we hold about you. We will respond within a reasonable period and may need to verify your identity. If we refuse a request (for example, due to legal restrictions or exceptions), we will tell you why and how you can complain.

## **13. Employee information**

Some handling of current and former employee records may be exempt from certain provisions of the Privacy Act. Nothing in this Privacy Policy limits an individual's rights in relation to a serious invasion of privacy or our obligations under workplace, safety and surveillance laws.

## **14. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in law, technology or our practices. The latest version will be available on our website. Where appropriate, we will provide advance notice of significant changes.

## **15. Complaints and legal rights**

If you believe your privacy has been interfered with, you may lodge a complaint with us. We will investigate and respond within a reasonable period. You also have the right to complain to the OAIC.

In addition, you may have rights to take legal action for a serious invasion of privacy, subject to the requirements and provisions of applicable law.

## **16. How to contact us**

Please contact our Privacy Officer if you have a question or concern about this Privacy Policy or our handling of personal information, or if you wish to exercise your rights (including opting out of direct marketing).

Contact details are:

**Email:**

privacy@altoraag.com.au

**Mailing Address:**

Altora Ag Pty Ltd

Attention:

Company Secretary

57 Polaris Street

Temora

NSW

2666

**Phone:**

1300 ALTORA (1300 258672)

This Privacy Policy was last updated on 19<sup>th</sup> February 2026