

APH Group respects people's privacy, and 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, APH Group will handle personal information relying on the employee records exemption and the related bodies corporate exemption in the *Privacy Act*.

APH Group may modify or update its Privacy Policy from time to time by publishing it on the Port of Brisbane Pty Ltd (PBPL) website. APH Group encourages individuals to check the PBPL website periodically to ensure that they are aware of APH Group's current Privacy Policy.

What personal information does APH Group collect and why?

APH 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 APH Group, the Group may not be able to provide the individual with the services, access or information they require.

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

The following are the main types of personal information collected by APH Group and the main purposes for which they are collected:

To provide and improve APH Group's services and facilities

APH Group may collect information about an individual such as their name and contact details, billing information, financial information (including transaction and credit or debit card details or in relation to the provision of credit) and about their use of APH Group's services and facilities. APH Group may use this information to supply its services and provide access to its facilities, collect information about usage of its services and facilities and to provide individuals with further information about APH Group's services and facilities.

To comply with the law

APH Group may also collect information about an individual as required or permitted by law (for example, the Maritime Transport and Offshore Facilities Security Act 2003 (Cth), the Telecommunications Interception Act 2009 (Qld), and the Transport Infrastructure Act 1994 (Qld)).

To assist with queries

An individual may also choose to provide APH Group with their name or other contact details when he or she calls APH Group by phone, writes to APH Group or contacts APH Group using its website so that APH Group can respond to requests for information about its services and facilities. For example:

- when an individual makes an enquiry using the PBPL website, they will be asked to provide a name, email address, telephone number and other contact information
- APH Group collects contact details (which may include names, email addresses and job titles) when individuals subscribe to Port of Brisbane news and media releases using the PBPL website. Recipients may contact APH Group to have their contact information removed from APH Group's distribution lists.

As part of APH Group's general business operations

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

Employees, contractors and job applicants

When an individual applies for a job or contract with APH Group, APH Group may collect certain information from the individual (including their name and contact details, information about their 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 APH Group to assist APH Group in its decision on whether or not to make the individual an offer of employment or engage the individual under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of APH Group's current and former employees, which are exempt from the Privacy Act.

How does APH Group use personal information?

APH Group generally uses and discloses personal information for the purposes for which it was collected, in order to provide APH Group's services and operate its facilities (including as described above), or otherwise as required or authorised by law. For example, when an individual sends APH Group a query, APH Group will use the individual's personal information for the purposes for which the individual provided it.

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

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

Disclosing personal information

For the purposes described in this policy, APH Group may disclose personal information:

- to any of APH Group's related companies
- to APH Group's suppliers (including service and content providers), contractors and service providers, professional advisers, dealers and agents
- to government agencies or individuals appointed by a government responsible for the investigation and resolution of disputes or complaints concerning use of APH Group's services and facilities
- to anyone to whom PBPL'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.

Cookies and IP address tracking

The PBPL 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 their browser not accept them, although this may disable or render unusable some of the features of the PBPL website.

PBPL'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

APH 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 reasonable care is taken, APH Group cannot guarantee the security of information provided to it via electronic means.

Links to other sites

The PBPL website may contain links to other websites. APH 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 APH Group advises individuals to read them before using those websites. APH Group will not be liable for any use of those websites.

Access and correction and complaints handling

An individual has a right to, and APH Group will provide that individual with, access to most personal information that APH Group has about that individual. In some circumstances it may not be possible for APH Group to provide the individual with all of their personal information. Where this is the case, APH Group will tell the individual why.

When an individual requests access, APH Group may need to take measures to verify the individual's identity. If an individual thinks that any personal information APH Group holds about them is inaccurate, the individual may contact APH Group's Privacy Officer (contact details below) and APH Group will take reasonable steps to ensure that the information is corrected.

If an individual wishes to make a complaint about the way APH Group has handled their personal information (including if the individual thinks APH Group has breached the *Privacy Act*) the individual may do so to APH Group's Privacy Officer in writing, by mail or email, as 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. APH Group's Privacy Officer will investigate the complaint and respond promptly. If the complainant considers that APH Group has failed to resolve the complaint satisfactorily, the complainant can complain to the Office of the Australian Information Commissioner.

For access and correction enquiries and complaints, please contact APH Group's Privacy Officer using the contact details provided below.

Further information

For further information about APH Group's privacy policies or practices please contact APH Group's Privacy Officer:

Chief Information Officer

Port of Brisbane Pty Ltd

Contact details: Email: privacy@portbris.com.au

Phone: +61 7 3258 4888

Address: Locked Bag 1818, Port of Brisbane Qld 4178

Policy Review

As a Board approved document, this Policy is to be reviewed by management annually, and by the Board at least every two years, following endorsement by the Audit and Risk Committee.