

Goldfields - Privacy Policy Disclaimer

1. INTRODUCTION

This document sets out the privacy policy ('**Policy**') which explains how Goldfields Group Holdings Pty Ltd (ABN 73 626 532 232), our related and associated companies and trusts (referred to in this privacy policy as 'Goldfields', 'we', 'us', or 'our') collect, store, use, disclose and manage your "personal information" (as defined in the *Privacy Act 1988* (Cth) ('**Privacy Act**')).

By providing personal information to us, you consent to our collection, use, storage, disclosure and management of your personal information in accordance with the Privacy Act and this Policy.

Goldfields is committed to protecting and maintaining the privacy of your personal information. All personal information collected is managed in accordance with applicable Australian privacy laws and regulations, including the Privacy Act, and is retained in compliance with statutory record-keeping and retention requirements.

We may update this Policy from time to time by posting a revised version on our website. We encourage you to review our website periodically to ensure that you are informed of the most current version of this Policy.

2. TYPES OF PERSONAL INFORMATION WE COLLECT

The types of personal information we collect about you will depend on the nature of your interactions with us. This typically involves the following information:

- name;
- email address;
- residential address;
- telephone number;
- other contact details;
- information about your business or personal circumstances;
- information in connection with client surveys, questionnaires and promotions;
- your device ID, device type, geo-location information, IP address, browsing information and any personal information provided directly or indirectly via our websites, Wi-Fi services, mobile applications;
- employment application including employment history, referee contact details, tax file number and tax related information and other information provided as part of our recruitment and employee on-boarding process;
- information about third parties; and
- any additional personal information required to facilitate your dealings with us or verify your identity.

3. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information either directly from you, or from third parties, including where you:

- communicate or interact with us either directly or indirectly, including by phone, email, face to face or online meetings, online or social media interaction;
- receive goods or services from us;
- submit any forms or questionnaires;
- apply for a position with us through our recruitment process;
- interact with our website, social applications, services, content and advertising;
- participate in our surveys, competitions and promotions; and
- invest in our business or enquire as to a potential purchase in our business.

We may also collect your personal information from third parties. For example, we may use Google Analytics to collect and process data, including information about your interactions with third-party

websites or applications. For more details, please refer to Google's Privacy and Terms: [How Google uses information from sites or apps that use our services – Privacy & Terms – Google](#)

4. USE OF YOUR PERSONAL INFORMATION

Personal information you provide to Goldfields will be used by authorised employees and/or third parties to conduct Goldfields' business and for the purposes necessary to complete the enquiry or service. Goldfields will not use the information for other reasons than for the purpose it was collected, except where we have obtained your consent to use the information for another purpose, or it is reasonably expected that we may use the information for another purpose notified to you or where required and authorised by law.

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

- to provide goods, services, or information to you;
- for record-keeping and administrative purposes;
- to disclose information about you to our contractors, employees, consultants, agents, or other third parties for the purpose of providing goods or services to you;
- to enhance and optimise our services and customer experience;
- to comply with legal obligations, resolve disputes, or enforce agreements with third parties;
- to send you marketing and promotional communications, and other information that may be of interest to you, for the purposes of direct marketing in accordance with the *Spam Act 2003* (Cth). Such communications may be sent via email, SMS, social media, or postal mail. You may opt out of receiving marketing communications at any time by using the opt-out mechanism provided (for example, an unsubscribe link);
- to send you administrative messages, reminders, notices, updates, security alerts, and other information you have requested; and
- to assess and consider any employment application submitted by you.

We may disclose your personal information to cloud service providers, contractors, and other third parties, whether located within or outside Australia. In such cases, we will take reasonable steps to ensure overseas recipients use personal information for its intended purpose, comply with the Australian Privacy Act and this Policy.

5. SHARING YOUR DATA

We may disclose your personal information (including in some circumstances, your sensitive information) for the purposes for which it was collected or related purposes (as described above) to:

- In the event of a change of control of our business, or a sale or transfer of business assets, we reserve the right, to the extent permitted by law, to transfer our user databases, including any personal and non-personal data contained therein. Such information may be disclosed to a prospective purchaser under a confidentiality agreement. We will seek to disclose information only in good faith and as required in the circumstances described above;
- To credit reporting or credit-checking agencies for the purposes of credit management;
- Where disclosure is required by law or regulation; and
- To service providers and other affiliated third parties to enable us to provide our services, including professional advisers such as real estate agents, architects, developers, accountants, disaster recovery service providers, auditors, and/or overseas counsel.

We and/or our third party service providers may send you direct marketing communications and information about:

- products, services, discounts, competitions and special promotions that we consider may be of interest to you;
- offers or promotions based on how you use our products and services;
- third party products and services including offers and discounts that may interest you.

Direct marketing communications may be sent in various forms, including by telephone, post, email, SMS, via social media or any other form of electronic communication, in accordance with the Privacy Act and the Spam Act 2003 (Cth). By providing us with your contact details you consent to us and/or third party service providers we engage, sending you electronic marketing communications described above

6. SECURITY

We take reasonable measures to ensure that your personal information is secure and protected against misuse, interference, loss, and unauthorised access, modification, or disclosure.

Such measures include ensuring that our information technology systems are password-protected, and employing a range of administrative, technical, and physical safeguards to protect these systems. Notwithstanding these measures, we cannot guarantee the absolute security of your personal information.

Reasonable steps will be taken to destroy or de-identify personal information when it is no longer required for business or legal reasons.

Where required by applicable law, we will notify you, and the Office of the Australian Information Commissioner and/or other relevant regulatory authorities, of data breaches affecting your personal information.

7. LINKS

Our website may contain links to third party websites and are provided for your convenience. We do not warrant that these links are current or that they have been maintained. We are not responsible for the content or privacy practices of any linked websites and recommend that you review the privacy policies of those websites prior to providing any personal information or otherwise engaging with them.

8. REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION

If you wish to request access to the personal information that we hold about you, please contact us using the details provided below, ensuring that your name and current contact information are included. We may require verification of your identity prior to granting access to your personal information.

In certain circumstances, we may be unable to provide access to all of the information requested, for example:

- if a legal exemption applies,
- or where granting access would interfere with the privacy of others or result in a breach of confidentiality, or
- where we are required to retain or cannot delete the information for legal or regulatory compliance reasons.

In such instances, we will provide an explanation for the refusal (if permitted by law to do so).

All requests for access to personal information will be handled within a reasonable period of time.

Should you believe that any personal information we hold about you is inaccurate, incomplete or out of date, please contact us using the details provided below, and we will take reasonable steps to ensure that the information is corrected.

9. CONTACT US

Should you require further information regarding our privacy policy or practices, or wish to access, amend, or lodge a complaint concerning your personal information, please contact us using the details provided below, or completing the following form on our website: [Contact | Goldfields](#)

Email: info@goldfieldsgroup.com.au

We will investigate your complaint promptly and respond to you within a reasonable timeframe.

If you consider that we have been unable to satisfactorily resolve your concerns regarding our handling of your personal information, you may contact the Office of the Australian Information Commissioner (**OAIC**).

Further information about the Privacy Act and the Australian Privacy Principles is also available from the OAIC, which may be contacted at:

Post:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Our privacy policy was last updated on 30 October 2025.