WBP Group Australian Privacy Principles (APP) Privacy Policy

WBP-CR-POL-1810

Effective Date: 2nd March 2020

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WBP GROUP AUSTRALIAN PRIVACY PRINCIPLES (APP) PRIVACY POLICY

POLICY OVERVIEW

WBP Group and its related entities recognise the importance of protecting privacy and are committed to compliance with the Privacy Act 1988[Cth] **(Privacy Act)**. This policy has been adopted as a part of our commitment. This document sets out how WBP Group and any related entities will handle personal information, including an overview of the types of personal information generally retained, and how personal information is collected, used, disclosed and stored. This document also sets out WBP Groups commitment to notification requirements under the Privacy Amendment Act 2017 (the NDB scheme).

WHAT PERSONAL INFORMATION IS COLLECTED

WBP Group may collect or otherwise retain personal information during the ordinary course of conducting Valuation, Advisory or any other business.

Personal information is defined in the Privacy Act as any '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 (s 6(1)).

Generally, the types of personal information collected or otherwise retained by WBP Group may include but is not necessarily limited to:

a) Name; and

b) contact details including but not necessarily limited to:

   i. email address;

   ii. postal address;

   iii. residential address; and

   iv. home, mobile, and or business telephone numbers

c) Any other information which may be located within documentation provided to WBP Group or otherwise obtained and retained on file which may include but is not limited to documents such as:

i. contracts of Sale;

ii. Certificates of Title (and any associated documents);

iii. planning, building or any other project documentation; and

iv. any other documentation retained on file as a part of conducting business.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinions about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. It is our commitment that sensitive information will be used only:

a) for the primary purpose for which it was obtained;

b) for a secondary purpose that is directly related to the primary purpose;

c) with your consent; and/or

d) where required or authorised by law

HOW IS INFORMATION COLLECTED

Personal information may be collected or otherwise retained through various means, either directly or from third parties. This may include:

Directly, when a party:

a) provides information to WBP Group at the point of instruction;

b) completes any online form

c) participates in a subscription;

d) sends WBP Group an email or written correspondence;

e) lodges a complaint

f) submits a job application

g) makes payment

h) registers for an event

i) calls WBP Group

By third parties:

a) as a part of instructions provided to WBP Group;

b) as obtained during the course of conducting ordinary business in accordance with industry requirements or industry best practice and/or company requirements.

HOW IS INFORMATION USED OR DISCLOSED

Generally, when WBP Group receives personal information it is in relation to, or provided together with, other information that is in connection with WBP Group's business activities. At the broadest level, WBP Group therefore collects personal information for the primary purpose of conducting activities as may be required during the course of conducting business. We generally use and disclose personal information for the purposes for which we collect that personal information and any directly related purpose, or if required by law, industry requirements or industry best practice. This includes disclosing personal information to service providers who assist us in our functions and activities only when reasonably necessary to assist in those functions and activities.

WBP Group may use personal information:

a) as may be required during the course of completing any activities related to Valuations, Advisory or any other services;

b) as may be required in order to ensure that WBP Group retain prudent file records in accordance with industry requirements and/or best practise;

c) as may be required to assist with the administration of WBP Groups operations;

d) as may be required when providing valuation reports or other services as instructed by third parties;

e) with companies acting as our authorised agents in providing our service;

f) when legally compelled to do so

It is not considered likely that WBP Group will disclose information to overseas recipients.

Direct Marketing

WBP Group may use personal information other than sensitive information for marketing purposes if:

a) the organisation collected the information from the individual; and

b) the individual would reasonably expect the organisation to use or disclose the information for that purpose; and

c) the organisation provides a simple means by which the individual may easily request not to receive direct marketing communications from the organisation; and

d) the individual has not made such a request to the organisation.

WBP Group may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing if:

a) WBP Group collected the information from:

   i. the individual and the individual would not reasonably expect the WBP Group to use or disclose the information for that purpose; or

   ii. someone other than the individual; and

b) either:

i. the individual has consented to the use or disclosure of the information for that purpose; or

ii. it is impracticable to obtain that consent; and

c) WBP Group provides a simple means by which the individual may easily request not to receive direct marketing communications from WBP Group; and

d) in each direct marketing communication with the individual:

i. WBP Group includes a prominent statement that the individual may make such a request; or

ii. WBP Group otherwise draws the individual's attention to the fact that the individual may make such a request; and

e) the individual has not made such a request to WBP Group.

Social Media

WBP Group may use personal information other than sensitive information associated with social media marketing or activities in line with the direct marketing provisions above.

STORAGE OF PERSONAL INFORMATION

WBP Group endeavour to protect the security of your personal information. Your personal information is stored in a manner that reasonably protects it from misuse, interference, loss and from unauthorised access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information we collect, or store is, or will be, retained for as long as required by applicable law or industry best practise requirements.

CONSENT

By providing any personal information to us, you provide unequivocal consent for the information to be collected, used or disclosed in accordance with this policy.

ANONYMITY

If you do not wish for your personal information to be disclosed or used in such a way anticipated by this Privacy Policy, we will use reasonable endeavours to accommodate your request where the disclosure is not otherwise required by law or mandated industry requirements. If we comply with your request, it may not be practicable for us to provide you some or all of the services that would otherwise be available. If you wish to make a request, you can email: privacy@wbpgroup.com.au or put this in writing addressed to the National Compliance and Risk Manager.

LINKS TO THIRD-PARTY WEBSITES

WBP Group make no representation as to the security, collection, use or disclosure of any personal information as a result of other third-party websites which may be linked to that of WBP Group. Where third party websites are used, this is done entirely at the risk of the user.

COMPLAINTS

Making a complaint

You may make a complaint if you consider that the WBP Group has interfered with your privacy because of an alleged breach of the privacy principles under the Privacy Act. A complaint may be made by completing the provided form and emailing this to: complaints@wbpgroup.com.au

Our National Compliance and Risk Manager will investigate the issue and determine the steps that we will undertake to resolve your complaint. We will contact you if we require any additional information from you and will notify you in writing of the outcome of the investigation.

WBP Group will keep a record of all complaints and determinations together with a record of the action taken to remedy any breach.

If you are not happy with the outcome you can:

a) Take the complaint to an external dispute resolution scheme where applicable

b) Make the complaint to the Office of the Australian Information Commissioner

https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint

ACCESS TO, AND CORRECTION OF PERSONAL INFORMATION

If you want to access, or correct personal information held by WBP Group, you can email make the request to do so by emailing: privacy@wbpgroup.com.au

In accordance with the Privacy Act, there may be circumstances where WBP Group may not be able to provide access to this information.

RESOURCES

The Privacy Act 1988[Cth]

Privacy Amendment (Notifiable Data Breaches) Act 2017[Cth]

The Office of the Australian Information Commissioner (various publications and resources)

PRIVACY AMENDMENT ACT 2017 Cth - NOTIFIABLE DATA BREACHES (NDB SCHEME)

NDB OVERVIEW

WBP Group are committed to compliance with The Privacy Amendment Act 2017 (Notifiable Data Beaches or NDB Scheme) including notification requirements, investigating if there is an eligible data beach and, if so, if 'serious harm' is considered likely.

The NDB scheme only applies to data breaches involving personal information that are likely to result in serious harm to any individual affected. These are referred to as 'eligible data breaches'. References to sections of legislation throughout this section of this policy document are to the Privacy Amendment Act 2017 Cth

SERIOUS HARM

Upon notification of an apparent 'data breach', WBP Group are committed to investigate and establish, from the perspective of a 'reasonable person', if the data breach would be likely to result in serious harm to an individual whose personal information was part of the data breach and as such constitutes an eligible data breach. WBP Group are committed to assess the likelihood of 'serious harm' and have a Data Breach Response Plan in place incorporating a Data Breach Response Team.

PREVENTING SERIOUS HARM WITH REMEDIAL ACTION

In accordance with the NDB scheme, WBP Group may avoid the need to notify if positive steps to address a data beach in a timely manner are taken.

a) If WBP Group takes remedial action such that the data breach would not be likely to result in serious harm, then the breach is not an eligible data breach for that entity or for any other entity (s 26WF(1), s 26WF(2), s 26WF(3)).

b) For breaches where information is lost, the remedial action is adequate if it prevents unauthorised access to, or disclosure of personal information (s 26WF(3)). If the remedial action prevents the likelihood of serious harm to some individuals within a larger group of individuals whose information was compromised in a data breach, notification to those individuals for whom harm has been prevented is not required.

MINIMISATION OF SERIOUS HARM BY RESTRICTION OF INFORMATION HELD

WBP Group are committed to not retaining sensitive or potentially sensitive information unnecessarily.

Specifically, unless circumstantially located within documents required to be retained by law or industry best practise for file purposes, it is WBP Group Policy not to unnecessarily retain sensitive information.

NOTIFICATION

WBP Group are committed to compliance with legislative notification requirements under the Privacy Amendment Act 2017[Cth] and have a Data Breach Response Plan (Notifiable Data Breach Policy) which will be implemented in the event of an eligible data breach. WBP Group's commitment to compliance with notification requirements forms part of the Data Breach Response Plan.

GENERAL DATA PROTECTION REGULATION 2018 (EU)

OVERVIEW

At a broad level, WBP Group does not operate in jurisdictions subject to the General Data Protection Regulation (GDPR). There are however circumstances where WBP Group may be required to hold personal information of residents within jurisdictions subject to the GDPR and WBP Group are accordingly committed to compliance with the GDPR where applicable. WBP Group does not have an establishment in the EU, does not monitor the behaviour of individuals in the EU however may offer services to residents of the EU. WBP Group may accordingly be considered a data controller of some personal information for individuals subject to the GDPR.

In the formation of this policy, WBP Group have duly considered information made available by the Office of the Australian Information Commissioner "**Privacy business resource 21: Australian businesses and the EU General Data Protection Regulation" (updated June 2018).**

It follows that many aspects of the GDPR are complied with given WBP Group's commitment to comply with the Australian Privacy Principles. Information concerning compliance with further provisions of the GDPR is included within this section of this policy citing reference to sections including "Articles" of the ***Official Journal of the European Union "REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)."***

WBP Group recognise the definition of 'personal data' within **Article 4.** 'Personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

ARTICLE 5 "PRINCIPLES RELATING TO PROCESSING OF PERSONAL DATA"

While WBP Group may control some personal data, as at the effective date of this policy document, WBP Group do not generally, nor is it anticipated that WBP Group will be required to process personal data other than for recording and storage purposes necessary to legitimately undertake functions related to our primary business activities.

In the event that WBP Group or any party connected with WBP Group (including suppliers, contractors or other parties) process personal data, all personal data of residents in jurisdictions subject to the GDPR must be:

a) processed lawfully, fairly and in a transparent manner in relation to the data subject ('lawfulness, fairness and transparency');

b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical

research purposes or statistical purposes shall, in accordance with Article 89(1), not be considered to be incompatible with the initial purposes ('purpose limitation');

c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');

d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');

e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject ('storage limitation'); and

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

ARTICLE 6 "LAWFULNESS OF PROCESSING"

Paragraph 1.

While WBP Group may control some personal data, as at the effective date of this policy document, WBP Group do not generally, nor is it anticipated that WBP Group will be required process personal data other than for recording and storage purposes necessary to legitimately undertake functions related to our primary business activities.

In the event that WBP Group or any party connected with WBP Group (including suppliers, contractors or other parties) process personal data, this may only be done if lawful and to the extent that at least one of the following applies:

a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;

c) processing is necessary for compliance with a legal obligation to which the controller is subject;

d) processing is necessary in order to protect the vital interests of the data subject or of another natural person; and

e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

f) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms

ARTICLE 9 "PROCESSING OF SPECIAL CATEGORIES OF PERSONAL DATA"

WBP Group do not process personal special categories of personal data as defined within Article 9 including: "*data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.*"

Processing of WBP controlled data by any data processor connected in any way with WBP Group is strictly prohibited unless done so in accordance with **Paragraph 2.** of Article 9.

ARTICLE 17 "RIGHT TO BE FORGOTTEN"

Paragraph 1.

WBP Group recognises the right to erasure under the GDPR. An applicable data subject may obtain the erasure of personal data by emailing privacy@wbpgroup.com.au where one of the following grounds applies:

a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;

b) the data subject withdraws consent on which the processing is based according to point (a) of Article 6(1), or point (a) of Article 9(2), and where there is no other legal ground for the processing;

c) the data subject objects to the processing pursuant to Article 21(1) and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2);

d) the personal data have been unlawfully processed;

e) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;

f) the personal data have been collected in relation to the offer of information society services referred to in Article 8(1).

Paragraph 2.

It is against WBP Group policy to make personal data public. While it is not anticipated or foreseeable that this may occur, WBP Group will take reasonable steps to inform controllers which are processing the personal data that the data subject has requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

Paragraph 3.

Paragraphs 1 and 2 shall not apply to the extent that processing is necessary:

a) for exercising the right of freedom of expression and information;

b) for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

c) for reasons of public interest in the area of public health in accordance with points (h) and (i) of Article 9(2) as well as Article 9(3);

d) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) in so far as the right referred to in paragraph 1 is likely to render impossible or seriously impair the achievement of the objectives of that processing; or

e) for the establishment, exercise or defence of legal claims.

ARTICLE 32 "SECURITY OF PROCESSING"

WBP Group as a data controller will implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk. Any data processor of any WBP Group controlled data must ensure a level of security appropriate to the risk.

ARTICLE 37 "DESIGNATION OF THE DATA PROTECTION OFFICER"

In accordance with the provisions of Article 37, WBP Group is not specifically required to designate a Data Protection Officer under GDPR.

CONTACTING US

WBP Group have a responsible staff member who is responsible for monitoring our Company's ongoing compliance with this Privacy Policy. If you have any questions about this Privacy Policy, please contact: privacy@wbpgroup.com.au