

PRIVACY POLICY

This policy applies to Metarock Group Limited and all its related subsidiaries.

Metarock Group Limited ACN 142 490 579 ("we", "us" and "our") recognises the importance of privacy issues. This Privacy Policy tells you how we aim to manage the personal information that we collect, use and disclose and how to contact us if you have any queries. This Privacy Policy should be read subject to any overriding provisions of law or contract.

What is Personal Information?

Personal information is information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Examples of personal information include your name and address.

Collection of Personal Information

We collect personal information which is reasonably necessary to provide you with products and services, to fulfil related administration functions (for example, invoicing), to enter into contracts with you or third parties, to administer marketing or promotional campaigns and for customer relationship purposes. We will only collect personal information that is related to these purposes.

The kinds of personal information we collect and store will depend on what products and services you request from us or we provide to you. It may include:

- personal information you give us when you request our services including name, mailing address, telephone numbers and email addresses;
- information you give us to process payments;
- communications between you and us; and
- if you are applying for a position, we will collect information as outlined in the section below headed "Employment Applications".

We may collect your personal information directly from you, or from third parties including our related entities, contractors or agents.

If you do not provide your personal information, we may not be able to provide certain products or services.

Storage of Personal Information

The security of your information is a priority for us, so it is our policy to take reasonable physical and electronic security measures to safeguard your personal information. Information stored electronically is undertaken by third party data storage providers who operate under contract to Metarock. These services are regularly reviewed to ensure compliance with storage requirements.

Use of Personal Information

We collect your personal information so that we can use it for our functions and activities, which include, amongst other things:

- providing you with products or services as requested by you;
- administrative processes necessary to provide you with products and services;
- planning, researching, developing, improving and promoting products or services offered, or that may be offered, by us or our related entities;
- processing and considering your employment application (refer to the "Employment Applications" section below);
- addressing any feedback or complaints you may have;
- answering any questions you may have;
- any purposes for which it was requested, and for directly related purposes.

We will assume that you consent to your personal information being used in the manner specified above unless you tell us to the contrary in writing.

Disclosure of Personal Information

Any personal information collected from or about you may be disclosed by us:

- to any entity to which we are required or authorised by or under law to disclose such information;
- to others that you have been informed of at the time any personal information is collected from you;
- to our related entities, contractors or agents or third parties with which we have a contractual relationship for the purposes set out in the section above headed "Use of Personal Information", or for other purposes related to the purpose for which the information is collected;

- to our professional advisors and other contractors; and
- with your consent (express or implied), to others.

Such disclosure may involve the transfer of your personal information between countries.

If we do disclose your personal information, we aim to take reasonable steps to ensure the other parties to protect your information in the same way we do.

By providing us with your personal information, you consent to receiving marketing and promotional material from us and our agents and contractors. In the event that you do receive marketing material from us or our agents or contractors and you do not wish to receive further material, you may remove your details from our mailing list by notifying our privacy contact as set out at the end of this document.

Employment Applications

If you apply for employment with us, then generally the type of personal information we collect about you is any information contained in your application including name, mailing address, telephone number, career history and your education details.

We may also obtain information about you from other sources including your previous employers or nominated referees. Other information we collect, with your consent except where authorised by law, may include sensitive information such as information about your health or any criminal record that you may have.

This personal information is collected for any one or more of the following purposes:

- to assess you for a position with us or a related entity;
- to assess whether you are suitable to progress to each stage of the recruitment process; and
- to store your information for any future job opportunities.

We may disclose your personal information to:

- organisations that provide us with services such as conducting competency or testing;
- referees or previous employers;
- recruitment agencies or related entities acting on our behalf;
- our related entities;
- law enforcement agencies to verify whether you have a criminal record;
- educational or vocational organisations to verify your qualifications.

Information gathered from our Website

We may collect non-personal information (for example, the identity of your internet browser, your IP address) to optimise our products and services including our website.

We may use and disclose this type of information for a variety of purposes including statistical purposes.

Access and Correction of Personal Information

Privacy laws give you certain rights to access and correct the personal information we hold about you. However, there are some circumstances where those laws do not require us to provide such information. If we deny you access in certain circumstances to your personal information, we will tell you why in writing, unless it would be unreasonable or unlawful to do so.

To request access to your personal information, please contact the privacy contact named below. We ask that you put your request in writing.

It is important to us that the personal information we hold about you is accurate, complete, relevant and up-to-date. If you suspect that this may not be the case, and you would like your personal information corrected, please contact the privacy contact named below.

Complaints

If you have a complaint about the way we have dealt with your personal information, please contact the privacy contact named below. Complaints should be made in writing. All complaints will be reviewed and where determined required, will be dealt with via an external process. Metarock will seek to respond to all complaints in a reasonable timeframe.

Further Information

Please contact our privacy contact (below) if you have any queries about the personal information that we hold about you or the way we handle that personal information.

Privacy Policy Updates

We may amend our Privacy Policy from time to time. If we do, we will post the new version of the Privacy Policy on our website.



Privacy Contact Details

Address: Metarock Group Limited
Level 1 Riverside Plaza 45 River Street
Mackay QLD 4740

Telephone: (07) 4963 0400

Facsimile: (07) 4944 0822

Adopted by the Board of Directors on the 20th day of March, 2024.