

RAILFIRST Privacy Policy

Rail First Asset Management Pty Ltd (ACN 127 851 263) and its related bodies corporate operating in Australia (“**RAILFIRST**”) respect the privacy of individuals and is committed to protecting the personal information it collects in accordance with the principles set out in this privacy policy (**Privacy Policy**). RAILFIRST is bound by the Australian Privacy Principles (**APPs**) in the Privacy Act 1988 (Cth) (the **Privacy Act**), as well as other applicable laws protecting privacy.

This Privacy Policy explains how RAILFIRST manages the collection, use, disclosure, and security of an individual's personal information when they use RAILFIRST's services or otherwise interact with RAILFIRST. RAILFIRST may modify or update its Privacy Policy from time to time by publishing it on the RAILFIRST website. RAILFIRST encourages individuals to check the RAILFIRST website periodically to ensure that they are aware of RAILFIRST 's current Privacy Policy.

In this Privacy Policy, “personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Collection of personal information

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

Generally, if appropriate, RAILFIRST will tell an individual why RAILFIRST is collecting personal information when RAILFIRST collects the information, and how RAILFIRST plans to use the information. The following are the main types of personal information collected by RAILFIRST and the main purposes for which they are collected.

To provide and improve RAILFIRST 's services and facilities

RAILFIRST may collect information about an individual such as their name and contact details, as well as information about their organisation's use of RAILFIRST's services.

RAILFIRST may use this information to supply its services, collect information about usage of its services and to provide individuals with further information about RAILFIRST 's services.

To comply with the law

RAILFIRST may also collect information about an individual as required or permitted by law (for example, the Rail Safety National Law as adopted in the relevant jurisdictions). Depending on the roles of our employees or contractors, this may include information regarding the results of drug and alcohol testing and related health information.

To assist with queries

An individual may also choose to provide RAILFIRST with their name or other contact details when they call RAILFIRST by phone, write to RAILFIRST or contact RAILFIRST using its website so that RAILFIRST can respond to requests for information about its services.

As part of RAILFIRST's general business operations

RAILFIRST also collects personal information (such as name, role, employer, email and contact number) about individuals who are, or are employed by, RAILFIRST's suppliers (including service and content providers), contractors, dealers, related companies, agents, and corporate customers.

Job applicants

When an individual applies for a job or contract with RAILFIRST, RAILFIRST 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 assist RAILFIRST in deciding on whether or not to make the individual an offer of employment or engage the individual under a contract. This may include data from psychometric testing and other medical and background checks.

Employees

RAILFIRST collects personal information from its employees including contact details, photo identification, payroll and next-of-kin information. It also collects relevant medical records and records of drug and alcohol testing that is carried out pursuant to RAILFIRST's internal testing policy (as amended from time to time) or any relevant laws or regulations. This Privacy Policy may not apply to certain acts and practices in relation to employee records, including those noted above, of RAILFIRST's current and former employees, which are exempt from the Privacy Act.

Use of personal information

RAILFIRST may use the information it collects about an individual for a variety of business purposes, including for example:

- when an individual sends RAILFIRST a query, RAILFIRST will use the individual's personal information for the purposes for which the individual provided it;
- market data analysis so that RAILFIRST can continue to deliver enhanced services and facilities;
- to maintain and develop RAILFIRST's business systems, including testing and upgrading them;
- to keep the individual up to date with information about RAILFIRST's services and facilities – if the individual does not want RAILFIRST to use their personal information in this way or to be sent any further information, the individual can always let RAILFIRST know by contacting RAILFIRST using the contact details given below;
- establishing and managing business accounts with third parties;
- incident reporting and for WorkCover purposes;
- safety induction purposes at worksites.

Disclosure of personal information

For the purposes described in this policy, RAILFIRST may disclose personal information to other parties in connection with the operation and administration of its business including:

- to any of RAILFIRST's related bodies corporate (including information in relation to employees' records);
- to RAILFIRST's suppliers, contractors and service providers, professional advisers, dealers and agents;
- to government agencies or individuals appointed by a government responsible for the oversight of the industry, for example the Office of the National Rail Safety Regulator;
- to anyone to whom RAILFIRST'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.

Disclosure of personal information overseas

Some of the entities or persons to which RAILFIRST may disclose personal information (as referred to above) may be located in countries outside of Australia, including the United States of America and the United Kingdom. These countries may not provide the same level of protection of an individual's personal information as the privacy laws in Australia.

Cookies and IP address tracking

The RAILFIRST website may use cookies for site administration purposes. An individual may set their browser or operating system settings to decline cookies, however this may disable or render unusable some of the features of the RAILFIRST website.

RAILFIRST'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.

Storage and security

RAILFIRST stores personal information in computer systems and databases operated by either RAILFIRST or external service providers. RAILFIRST Management may record personal information in paper files that are stored securely. RAILFIRST implements a number of physical and electronic measures to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. Please note, however, that the internet is not a secure environment and although all care is taken, RAILFIRST cannot guarantee the security of information provided to it via electronic means.

Links to other sites

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

Access and correction and complaints handling

If an individual wishes to access or correct any of their personal information, they may contact RAILFIRST via the contact details set out in the "Further information" section below. When an individual requests access to, or correction of, their personal information, RAILFIRST may need to verify the individual's identity. In some circumstances it may not be possible for RAILFIRST to provide the individual with all of their personal information. Where this is the case, RAILFIRST will tell the individual why.

If an individual wishes to make a complaint about the way RAILFIRST has handled their personal information (including if the individual thinks RAILFIRST has breached the Privacy Act) the individual may contact RAILFIRST via the contact details set out in the "Further information" section below. If a complaint is made, please include contact details such as email address, name, address and telephone number and clearly describe the complaint. RAILFIRST will investigate the complaint and respond within a reasonable period of time. If the complainant considers that RAILFIRST has failed to resolve the complaint satisfactorily, the complainant is entitled to make a complaint to the Office of the Australian Information Commissioner.



Asset Management

Further information

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For further information about RAILFIRST's privacy policies or practices please contact RAILFIRST:

privacy@railfirst.com.au

02 8965 0000

The Pavilion

201 Miller Street

North Sydney NSW 2060