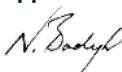


# PRIVACY POLICY

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<b>Policy/Procedure:</b> Privacy Policy	<b>Document No:</b> 2.0
<b>Written By:</b>  Optimum Legal Solutions Pty Ltd	<b>Approved By:</b>  Nick Badyk Chief Operating Officer
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<b>Review Date:</b>	January 2026

# 1 PURPOSE

- 1.1 BMI Group Pty Ltd (“BMI Group”) and our staff have various obligations with respect to privacy. These obligations are principally set out in the Privacy Act.
- 1.2 This policy details how BMI Group manages Personal Information.

# 2 APPLICATION AND INTERPRETATION

- 2.1 This policy applies to BMI Group and Personal Information and Confidential Information collected, held, used and disclosed by BMI Group.
- 2.2 For the purposes of this policy:
  - (a) **APP** means Australian Privacy Principle.
  - (b) **Australian Law** means:
    - (i) an Act of the Commonwealth or of a State or Territory; or
    - (ii) regulations, or any other instrument, made under such an Act; or
    - (iii) any other law in force in the Jervis Bay Territory or an external Territory; or
    - (iv) a rule of common law or equity.
  - (c) **Employee Record** means a record of Personal Information relating to the employment of an employee. Examples of Personal Information relating to the employment of an employee are Health Information about the employee and Personal Information about all or any of the following:
    - (i) the engagement, training, disciplining or resignation of the employee;
    - (ii) the termination of the employment of the employee;
    - (iii) the terms and conditions of employment of the employee;
    - (iv) the employee's personal and emergency contact details;
    - (v) the employee's performance or conduct;
    - (vi) the employee's hours of employment;
    - (vii) the employee's salary or wages;
    - (viii) the employee's membership of a professional or trade association;
    - (ix) the employee's trade union membership;
    - (x) the employee's recreation, long service, sick, personal, maternity, paternity or other leave;
    - (xi) the employee's taxation, banking or superannuation affairs.
  - (d) **Health Information** means:
    - (i) information or an opinion about:

- the health, including an illness, disability or injury, (at any time) of an individual; or
  - an individual's expressed wishes about the future provision of health services to the individual; or
  - a health service provided, or to be provided, to an individual;
- that is also Personal Information;
- other Personal Information collected to provide, or in providing, a health service to an individual;
  - other Personal Information collected in connection with the donation, or intended donation, by an individual of his or her body parts, organs or body substances;
  - genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
- (e) **OAIC** means Office of the Australian Information Commissioner.
- (f) **Personal Information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable:
- (i) whether the information or opinion is true or not; and
  - (ii) whether the information or opinion is recorded in a material form or not.
- (g) **Privacy Act** means *Privacy Act 1988* (Cth).
- (h) **Sensitive Information** means:
- (i) information or an opinion about an individual's:
    - racial or ethnic origin; or
    - political opinions; or
    - membership of a political association; or
    - religious beliefs or affiliations; or
    - philosophical beliefs; or
    - membership of a professional or trade association; or
    - membership of a trade union; or
    - sexual orientation or practices; or
    - criminal record;

that is also Personal Information; or
  - (ii) Health Information about an individual; or
  - (iii) genetic information about an individual that is not otherwise health information; or
  - (iv) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or

- (v) biometric templates.

### 3 INFORMATION PURPOSE

- 3.1 BMI Group collects, holds, uses and discloses Personal Information to provide resource recovery and property development services for our clients as well as to administer and fulfil its other functions and activities, including:
- (a) Receiving and/or processing applications for services;
  - (b) Receiving and/or processing applications for employment;
  - (c) Engaging service providers, contractors or suppliers;
  - (d) Communication and feedback management;
  - (e) Payment, and general employment management of BMI Group staff;
  - (f) Providing, monitoring and maintaining work health and safety;
  - (g) Receiving and/or processing requests to access or correct Personal Information;
  - (h) Accessing information systems as permitted by law;
  - (i) Investigation of privacy complaints;
  - (j) Website analytics.
- 3.2 BMI Group will only use Personal Information for the purpose(s) that it was collected, unless we have a lawful requirement or authority to use it for another purpose.

### 4 INFORMATION COLLECTION

- 4.1 Information collected depends on the function or activity for the purpose of which BMI Group are collecting the information. Some examples of the information collected include:

**Website**

- (a) Correspondence and feedback;
- (b) Website analytics data.

**Community**

- (c) Name;
- (d) Contact details;
- (e) Date of birth;
- (f) Signature;
- (g) Photographs that capture your image or other Personal Information;
- (h) Correspondence and feedback;
- (i) Complaint information;

(j) Details of access and correction requests.

**Employees / prospective employees / contractors**

(k) Name;

(l) Contact details;

(m) Date of birth;

(n) Signature;

(o) Photographs that capture your image or other Personal Information;

(p) Health Information;

(q) Financial or bank details;

(r) Cultural background, relationship status and family circumstances;

(s) Correspondence and feedback;

(t) Complaint information;

(u) Details of access and correction requests;

(v) Occupation and employment history;

(w) Criminal history;

(x) Recruitment information.

4.2 BMI Group may collect Personal Information directly from an individual or another person or organisation.

4.3 BMI Group collects Personal Information when someone:

- (a) accesses the BMI Group website;
- (b) takes part in a BMI Group survey;
- (c) communicates with BMI Group or provides feedback;
- (d) visits a BMI Group workplace;
- (e) fills in a form (including online and paper forms);
- (f) applies for a job with BMI Group;
- (g) asks BMI Group a question or makes a complaint;
- (h) requests access to, or correction of, their personal information.

4.4 BMI Group also collects Personal Information from various sources including from:

- (a) external information systems accessed as permitted by law;
- (b) documents provided to BMI Group; and
- (c) BMI Group's equipment and IT systems.

4.5 When BMI Group collects Personal Information about an individual, BMI Group will take such steps as are reasonable in the circumstances:

- (a) to provide a 'Privacy Notice' notifying the individual of the following such matters as are reasonable in the circumstances:
  - (i) BMI Group's identifying and contact details;
  - (ii) that BMI Group:
    - A. has collected Personal Information about the individual and the circumstances of that collection; or
    - B. collects Personal Information about the individual from someone other than the individual and the circumstances of that collection.
  - (iii) that, where applicable, the collection of the Personal Information is required or authorised by or under an Australian Law or a court/tribunal order (including the name of the Australian Law, or details of the court/tribunal order);
  - (iv) the purposes for which BMI Group collects the Personal Information;
  - (v) the main consequences (if any) for the individual if all or some of the Personal Information is not collected by BMI Group;
  - (vi) any other organisation, body or person to which BMI Group usually discloses Personal Information of the kind collected;
  - (vii) that BMI Group's Privacy Policy contains information about:
    - A. how the individual may access the Personal Information about the individual that is held by BMI Group and seek the correction of such information;
    - B. how the individual may complain about a breach of the APPs, or a registered APP code (if any) that binds BMI Group, and how BMI Group will deal with such a complaint;
  - (viii) whether BMI Group is likely to disclose the Personal Information to overseas recipients and, if so, the countries in which such recipient are likely to be located if it is practicable to specify those countries.
- (b) to otherwise ensure that the individual is aware of such matters.

## 5 INFORMATION INTEGRITY

- 5.1 BMI Group maintains and updates Personal Information as necessary, or when advised that the Personal Information has changed.
- 5.2 BMI Group must take such steps as are reasonable in the circumstances to:
  - (a) ensure the Personal Information we collect, use or disclose is accurate, complete and up to date; and
  - (b) protect Personal Information:
    - (i) from misuse, interference or loss; and
    - (ii) from unauthorised access, modification or disclosure.
- 5.3 BMI Group will destroy or de-identify Personal Information as required under the APPs.

## 6 OVERSEAS DISCLOSURE

- 6.1 BMI Group will generally only disclose Personal Information to an overseas entity if agreed by the individual to whom the Personal Information relates, or if BMI Group is authorised or required by law.

## 7 ACCESSING AND CORRECTING INFORMATION

- 7.1 An individual has the right to ask for access to Personal Information that BMI Group holds about the individual and ask that BMI Group correct the Personal Information.
- 7.2 An individual can ask for access or correction by contacting BMI Group and we must respond within a reasonable period after the request is made.
- 7.3 If a correction request is made, and BMI Group is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out of date, incomplete, irrelevant or misleading, BMI Group must take such steps as are reasonable in the circumstances to correct that information to meet its obligations.
- 7.4 If an access request is made, BMI Group must give an individual access to their Personal Information, except in the following circumstances:
- a. BMI Group reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
  - b. giving access would have an unreasonable impact on the privacy of other individuals; or
  - c. the request for access is frivolous or vexatious; or
  - d. the information relates to existing or anticipated legal proceedings between BMI Group and the individual, and would not be accessible by the process of discovery in those proceedings; or
  - e. giving access would reveal the intentions of BMI Group in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
  - f. giving access would be unlawful; or
  - g. denying access is required or authorised by or under an Australian Law or a court/tribunal order; or
  - h. both of the following apply:
    - (i) the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in; and
    - (ii) giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
  - i. giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or

- j. giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.
- 7.5 Where BMI Group refuses to give access to an individual because of a reason listed above, we will take such steps (if any) as are reasonable in the circumstances to give access in a way that meets the needs of BMI Group and the individual.
- 7.6 BMI Group will ask an individual to verify their identity before we give them access to their information or correct it, and BMI Group will try to make the process as simple as possible. If BMI Group refuses to give an individual access to, or correct, their Personal Information, we must notify the individual in writing setting out the reasons and refer the individual to this Policy containing the mechanisms available to complain about the refusal.
- 7.7 The steps appropriate to verify an individual's identity will depend on the circumstances. BMI Group will seek the minimum amount of Personal Information needed to establish an individual's identity. For example, during a telephone contact it may be adequate for BMI Group to request information that can be checked against our records.
- 7.8 If BMI Group makes a correction and we have disclosed the incorrect information to others, the individual can ask BMI Group to tell others about the correction. BMI Group must do so unless there is a valid reason not to.
- 7.9 If BMI Group refuses to correct an individual's Personal Information, the individual can ask BMI Group to associate with it (for example, attach or link) a statement that the individual believes the information is incorrect and why.
- 7.10 BMI Group will respond to such requests within a reasonable period after the request is made and take such steps as are reasonable in the circumstances, consistent with our privacy obligations, to comply with the request.

## 8 COMPLAINTS

- 8.1 An individual may ask a question, raise a concern or make a complaint about how BMI Group has handled their Personal Information by contacting us on the details set out in clause 9 of this policy.
- 8.2 Privacy complaints made to BMI Group must:
  - (a) be in writing;
  - (b) include an address so we can reply;
  - (c) be about the individual's Personal Information; and
  - (d) give specific detail about the individual's concerns/issues with how BMI Group has handled their Personal Information.
- 8.3 If BMI Group receives a complaint from an individual about how we have handled their Personal Information we will determine what (if any) action BMI Group should take to resolve the complaint.
- 8.4 In order to properly and efficiently respond to a complaint, the individual should ensure that it contains sufficient information to enable BMI Group to understand the nature of the complaint, the impact it has had on the individual and what outcome is sought.



- 8.5 BMI Group will inform a complainant promptly that we have received their complaint and then respond to the complaint within a reasonable period after the complaint is made.
- 8.6 If a complainant is not satisfied with BMI Group's response to their privacy complaint, they can make a complaint to the OAIC. The process is detailed on the regulator's website:
- <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

## 9 CONTACT US

- 9.1 Please contact BMI Group by:
- (a) **Website:** [Contact | BMI Resource Recovery](#)
  - (b) **Telephone:** (07) 3254 2933
  - (c) **Post:** 132 Commercial Rd, Teneriffe QLD 4005
  - (d) **Email:** [Human.Resources@bmigroup.com.au](mailto:Human.Resources@bmigroup.com.au)

## 10 REVIEW OF POLICY

- 10.1 BMI Group will update this Policy when our information handling practices change. Updates will be publicised on our website.